

2016 Global Travel Price Outlook

Global air, hotel, rental car, and meetings and events prices



GBTA
FOUNDATION

Carlson
Wagonlit
Travel


CWT Solutions Group

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INTRODUCTION

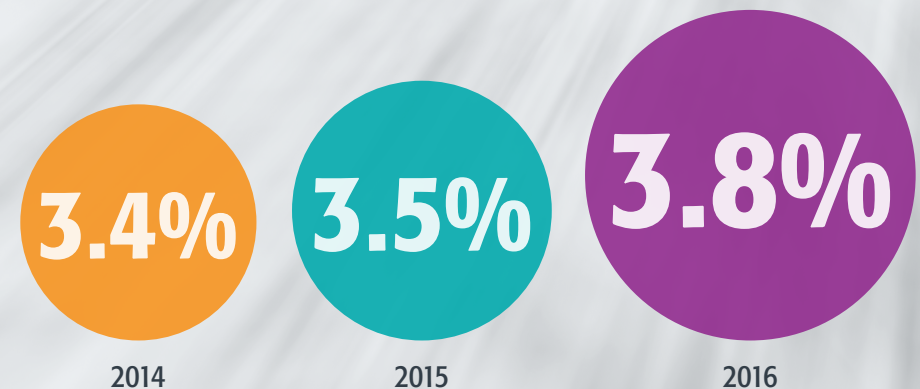
For the second year, the Global Business Travel Association (GBTA) and Carlson Wagonlit Travel (CWT) have produced a comprehensive report covering the travel landscape for the coming year. The 2016 Global Travel Price Outlook helps travel buyers as they budget and negotiate for their 2016 travel programs. Research was conducted with assistance from Rockport Analytics, a leader in global market research and insight, and additional analysis and context was provided by experts from *CWT Solutions Group*, the dedicated consulting division of CWT.

GLOBAL MACROECONOMIC OVERVIEW

Stronger U.S., recovering Europe & improved outlook for developing economies to lift global GDP

Oil prices should gradually recover from their recent fall, reaching about US\$70 by the end of 2016, but supply should continue to outpace demand. Sluggish growth, modest wage gains and lower oil prices will continue to restrain inflation in advanced economies. In emerging markets, central authorities have been quick to attack rising inflation and weakening currencies by raising interest rates. This appears to be paying off, as inflation rates are beginning to fall. Unfortunately, higher interest rates also discourage borrowing, potentially impeding growth. Emerging economies will begin expanding again—although their growth will be more moderate than earlier in the decade.

GLOBAL GDP HAS BEEN GROWING SINCE 2014



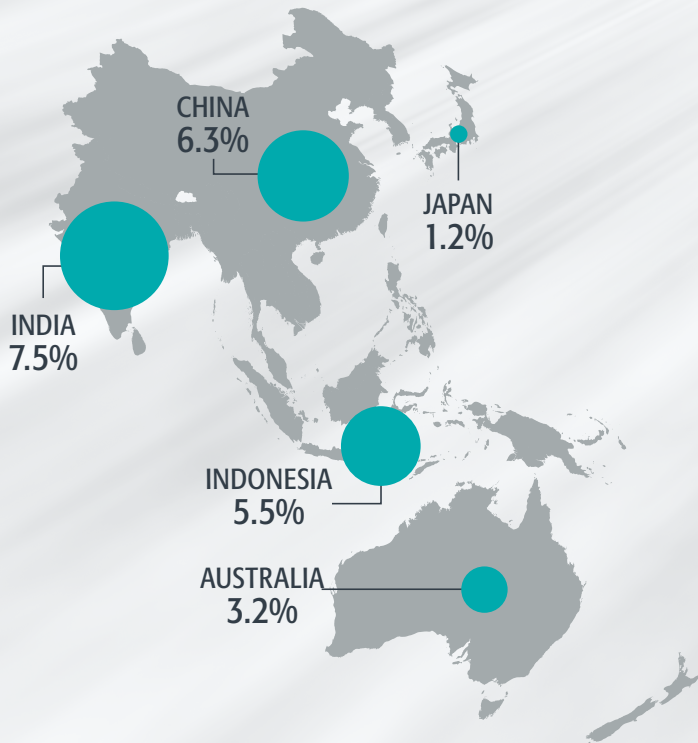
SOURCE: International Monetary Fund, *World Economic Outlook Update*, April 2015

ASIA PACIFIC

Steady despite slow growth in China

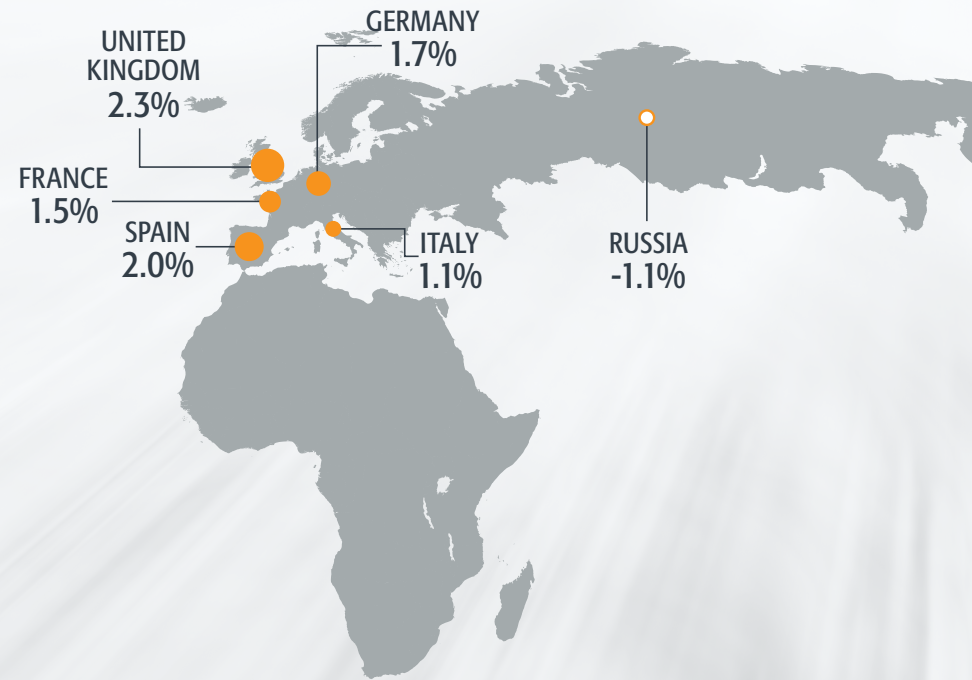
After 15 years of significant economic gains, **China's** government has taken measures to contain its growth, which will continue into 2016. **India** will continue improving, with 2014 elections boosting consumer and business confidence and new policies helping to reduce inflation. In line with the regional economic slowdown, there has been a significant shift toward cost reduction across all businesses.

PROJECTED GDP



SOURCE: International Monetary Fund, *World Economic Outlook Update*, April 2015

PROJECTED GDP



SOURCE: International Monetary Fund, *World Economic Outlook Update*, April 2015

EUROPE, MIDDLE EAST & AFRICA

Fragile Euro recovery to encourage some growth in 2016

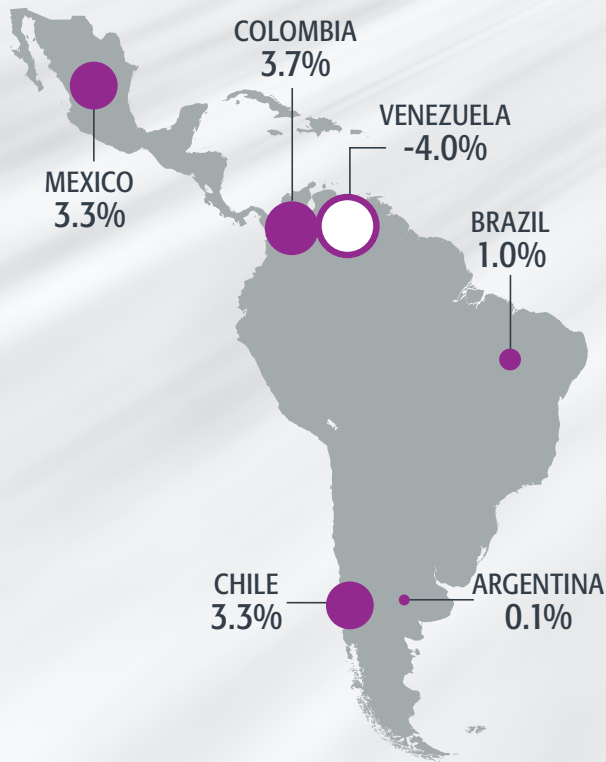
The Eurozone is still at risk, although recovery is under way. Lower oil prices have been beneficial to the economy overall, and job creation is gearing up. However, deflation in Europe could spread quickly, caused by delays in consumer and business spending in anticipation of even lower prices. We will all continue watching the situation in **Greece**, which is already adding new stresses to the region. **Russia** is in the midst of a deep recession, mainly due to plummeting oil prices, and various geopolitical risks could result in an even poorer economic outlook in 2016. Overall, the Middle East is seeing a negative impact from the oil crisis. However, geopolitical instability in the region could cause fluctuations in oil prices, which would have widespread effects.

LATIN AMERICA

Softening growth, driven by political & economic turmoil

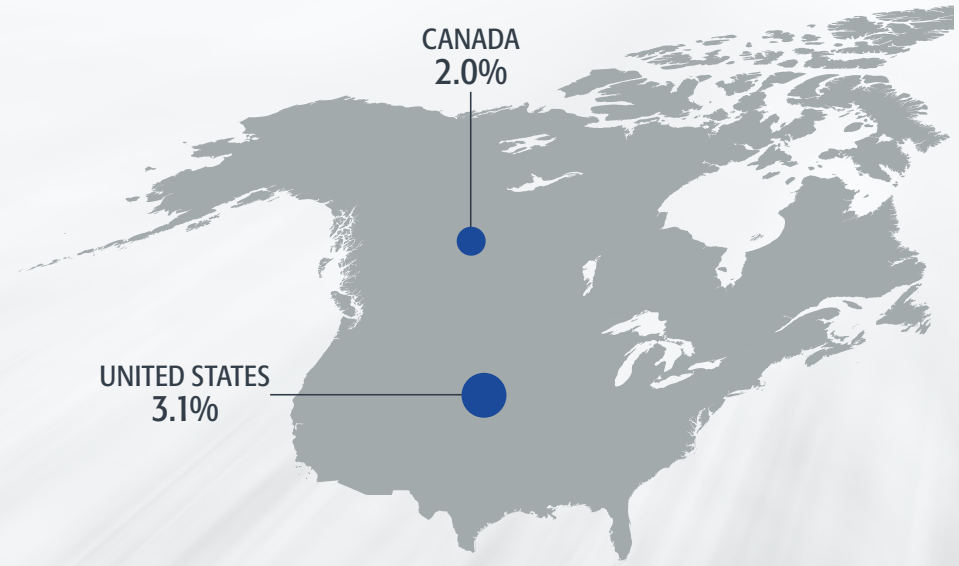
Larger markets such as **Brazil**, **Argentina** and **Mexico** will continue growing moderately as they work to repair their debt and fiscal imbalances. Infrastructure is improving as these markets focus on building more hotels, airports and roads. Brazil faces political problems related to corruption, which has diminished public confidence and curtailed buying—not just travel. **Venezuela** will continue to struggle with sky-high inflation rates due to its geopolitical isolation, combined with the impact of being a major oil producer.

PROJECTED GDP



SOURCE: International Monetary Fund, *World Economic Outlook Update*, April 2015

PROJECTED GDP



SOURCE: International Monetary Fund, *World Economic Outlook Update*, April 2015

NORTH AMERICA

Solid growth driven by improving U.S. economy

U.S. growth will be fueled by consumers capitalizing on low oil prices, strong job creation, rising incomes and increasing confidence. However, the U.S. Federal Reserve is expected to raise interest rates in late 2015 and throughout 2016. Higher borrowing costs and an even stronger dollar could further challenge investment and exports. **Canada** will grow, albeit less significantly than the U.S., as its economy is more dependent on oil production.

CURRENCY & INFLATION PROJECTIONS

Rapid rise of US\$ affects projections

When projecting 2016 prices, it's important to consider the recent significant and somewhat unprecedented rise in value of the U.S. dollar (US\$). While there is no way of knowing whether this trend will continue, and to what extent, it could be affected by the following factors, all of which may be at work simultaneously.



Relative inflation differentials: If inflation is slower for US\$ than another currency, more units of the other currency are required to maintain its relative value. This can be seen in **Argentina**.



Relative interest rates: If interest rates are lower in the U.S. than another country, investment will flow toward the U.S. for higher returns, eroding the other currency's value.



Central bank monetary policy: If a country's central bank increases money supply to stimulate the economy and the U.S. Federal Reserve does not increase as aggressively, this drives up the value of US\$.



Oil prices: Oil is priced in US\$ worldwide, so a price drop can help the currencies of oil importers and hurt oil exporters. **Russia** is an example of the latter, with its currency being devalued by falling oil prices.



Large current account deficits: If a country imports more than it exports, it pays out more than it receives and borrows the difference, which reduces its currency's value.



Large fiscal deficits: Deficit financing helps countries pay for things like public sector projects, stimulating the domestic economy. However, this increased debt is less attractive to foreign investors as it encourages inflation.

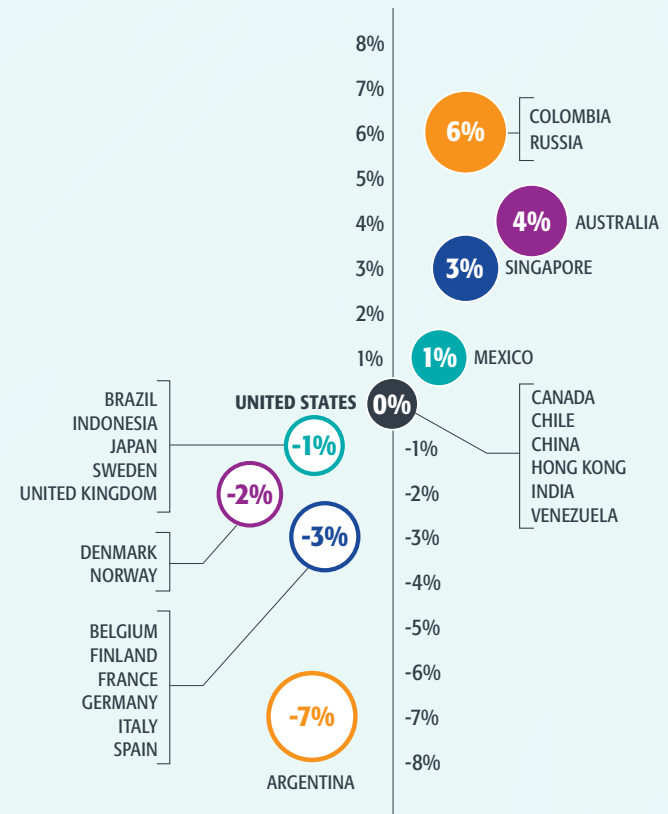


Differential economic growth: The U.S. is currently growing faster than many of its trading partners, making the US\$ rise relative to trading partners' currencies.

While the rise in US\$ value is helpful to those buying travel in US\$, organizations buying travel in other currencies and traveling to the U.S. and countries that align their currencies to US\$ (eg, **China**) will see their travel dollars purchase less than before. This report provides projections in US\$ for consistency with previous forecasts, but when considering our projections, it is important to note where local currencies deviate greatly from US\$.

HOW DO OTHER CURRENCIES COMPARE TO US\$?

2016 foreign exchange forecast (year-over-year growth vs US\$)



SOURCE: IHS Global Insight, International Monetary Fund, Wells Fargo Securities, Rockport Analytics

AIR PROJECTIONS: GLOBAL OVERVIEW

Airline prices near flat on a global basis

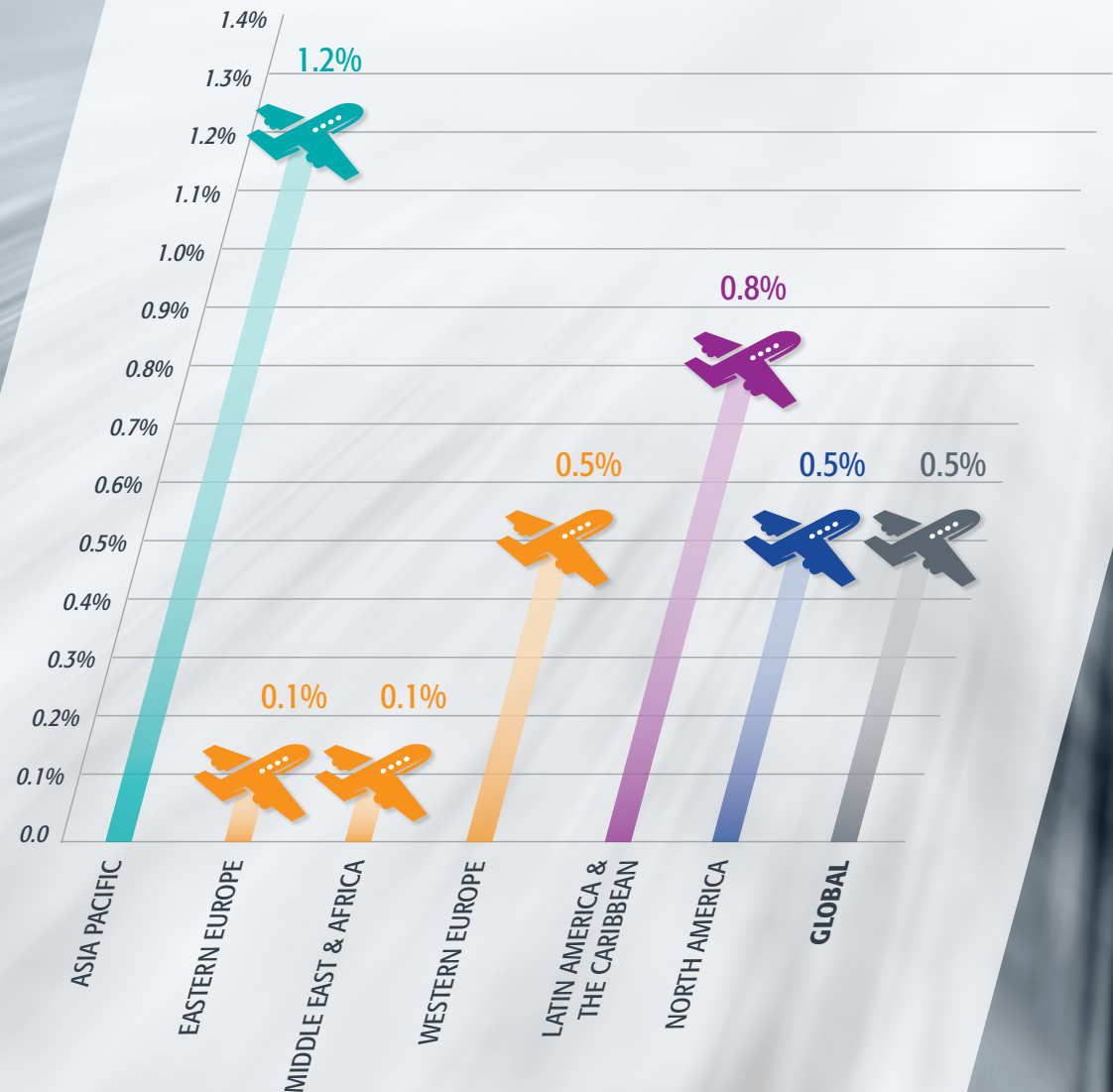
With **oil prices** having fallen by more than 50% and jet fuel by almost 60%, airline profitability is increasing. Airlines may begin to feel pressure to lower prices to remain competitive, but we have not seen this yet. We're seeing load factors drop slightly from record highs, which could relieve some pricing pressure.

Consolidation and joint venture alliances now dominate the supplier space. CWT data shows that only 6% of tickets for North Atlantic routes in 2014 were for airlines not part of transatlantic joint venture agreements, down from 84% in 2009. Companies remain concerned about the impact consolidation will have on prices, which have been rising yearly since 2009, particularly for transcontinental travel.¹

New Distribution Capability (NDC) was launched by IATA to develop and market a new, voluntary data transmission standard. This will allow airlines to distribute their products more effectively by providing fuller and richer content to agencies, GDSs and other third parties. It is currently in pilot, with the first live implementations expected in 2016.²

Ancillary fees remain a growing source of revenue, representing 6.7% of global airline revenue in 2014.³ Many companies continue to consolidate their data to gather information on ancillary spend to bolster negotiations.

2016 AIR PRICE PROJECTIONS



¹ "Does airline consolidation mean corporates are paying more for air fares?" June 2015

² "Faster, smarter...better? - Emerging technologies and trends and their impact on managed travel", June 2015

³ "Airline ancillary revenue projected to be \$49.9 billion worldwide in 2014", IdeaWorks and CarTrawler, November 2014

ASIA PACIFIC

Fare growth slows, partially in response to China & Australia economies

Low-cost carriers (LCCs) in the region continue to challenge legacy carriers, representing 26% of total capacity. Due to such high LCC capacity, legacy carriers may need to price more competitively to maintain solid load factors, particularly for short-haul markets. And more airlines are looking to participate in alliance and joint venture partnerships.

The impact of **China's** slowdown will be felt domestically and throughout the region. Meanwhile, the recent downturn in western **Australia's** mining industry is forcing local clients to cut travel costs, causing international travel to slow and impacting pricing. The U.S. Federal Aviation Authority has raised **India's** aviation safety ranking after more than a year of barring India's airlines from adding new flights to the U.S. This should keep prices from India to the U.S. in check due to increased capacity and competition.

44%

of surveyed travel managers in Asia Pacific indicate that increased airline fees will contribute to increased travel spend in 2016.

2016 AIR PRICE PROJECTIONS: ASIA PACIFIC



EUROPE, MIDDLE EAST & AFRICA

Slight US\$ price growth, more significant increases in local currencies

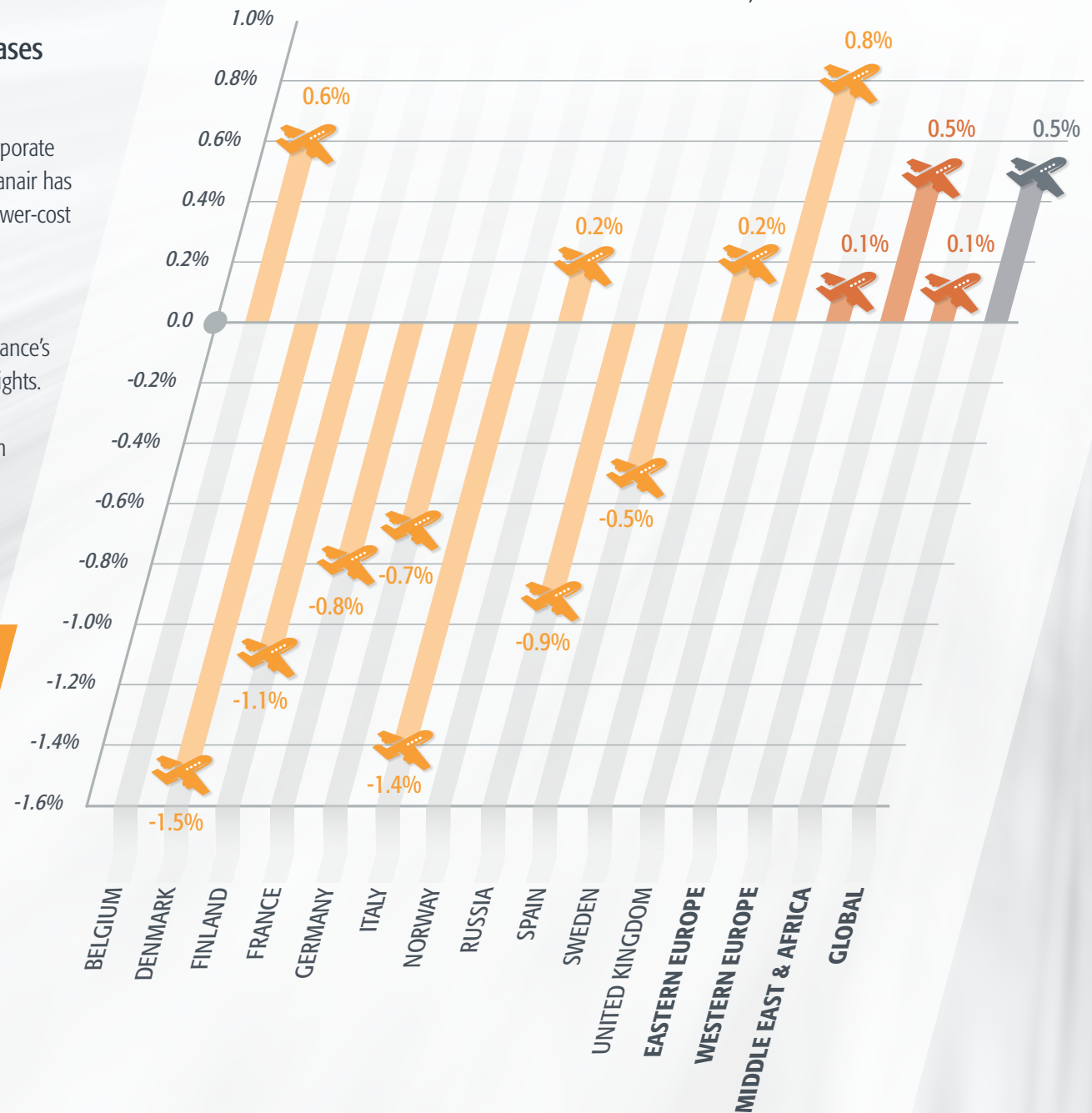
Low-cost carriers are becoming increasingly competitive for corporate travel, perhaps opening new doors for buyers. For instance, Ryanair has increased its primary airports, no longer operating only from lower-cost secondary airports.

In **Germany** and **France**, we're seeing price pressure from Air Berlin's reaction to the low-cost carrier Germanwings and Air France's reaction to reduced market share in short- and medium-haul flights. We project limited fare evolution in **Sweden** and **Denmark** due to price competition between Norwegian and Scandinavian Airlines. In **Russia**, prices will drop in US\$ year over year and even more so in local currency due to the country's difficult economic and geopolitical issues, as well as falling oil prices.

54%

of travel managers in Europe anticipate negotiated discounts with airlines to remain the same in 2016, while 22% think discount prospects will be worse.

2016 AIR PRICE PROJECTIONS: EUROPE, MIDDLE EAST & AFRICA



LATIN AMERICA

Local economy, currency issues & oil impact pricing

Colombia and **Mexico** will continue to see rising prices in US\$. The drop in oil prices will have a significant impact on prices in big oil production countries **Brazil** and **Venezuela**. And major travel market Brazil is driving down projections for the region as a whole, with air spend plummeting due in part to political and economic troubles. In **Argentina**, high inflation relative to US\$ will lead to falling prices in US\$, while prices will be up for purchases made locally.

38% of travel managers in Latin America feel increased airline fees will contribute to increases in spend.

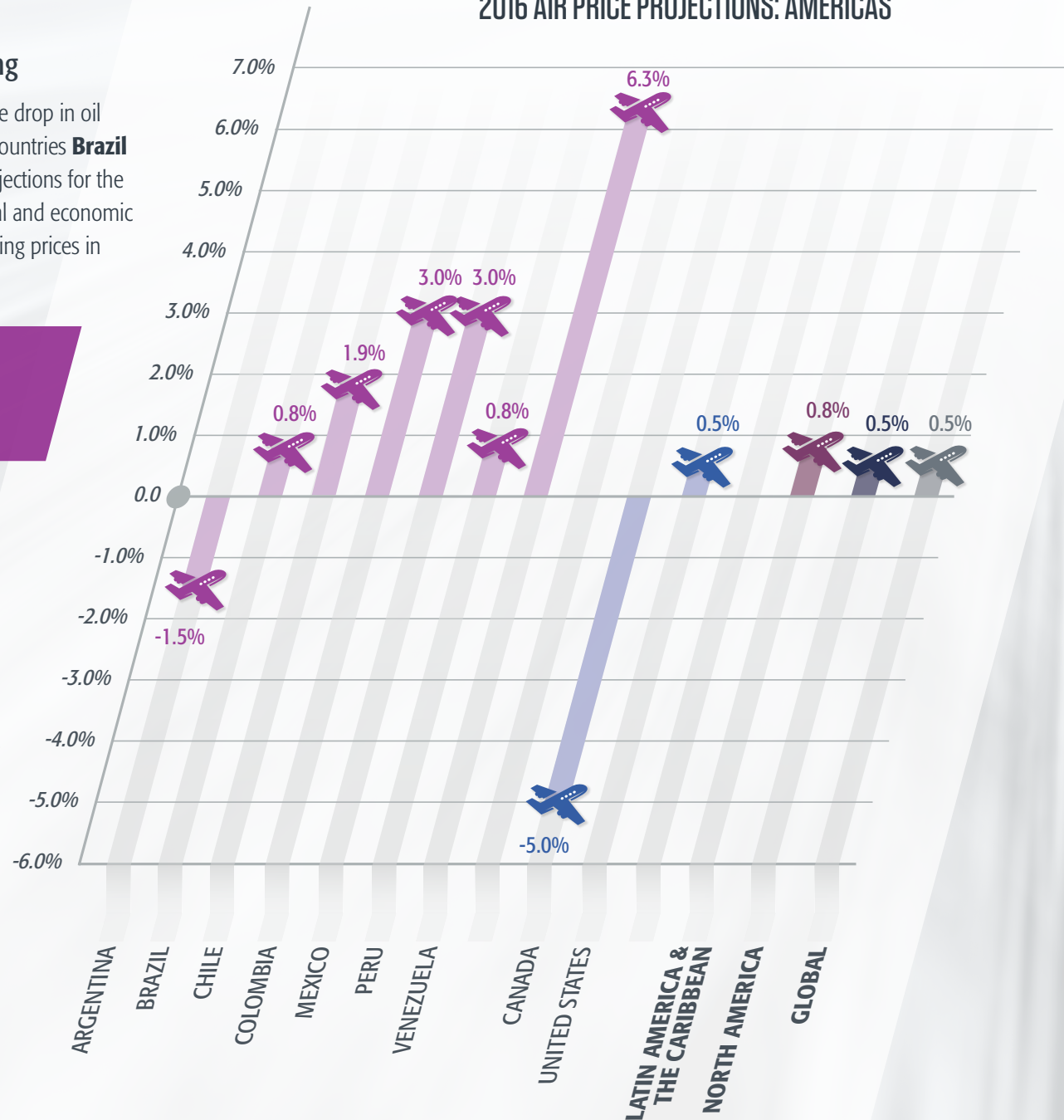
NORTH AMERICA

Small increases despite falling prices in Canada

The sharp drop in air traffic in **Canada**, driven by the oil and gas sector, should continue in 2016 and create excess capacity and lower prices. The **U.S.** will dominate the travel landscape as volume in Canada tapers off. However, a slight downturn in corporate travel has freed up seats, particularly in business class and on international flights.

44% of travel managers in North America feel higher airline fees will contribute to increased spend.

2016 AIR PRICE PROJECTIONS: AMERICAS



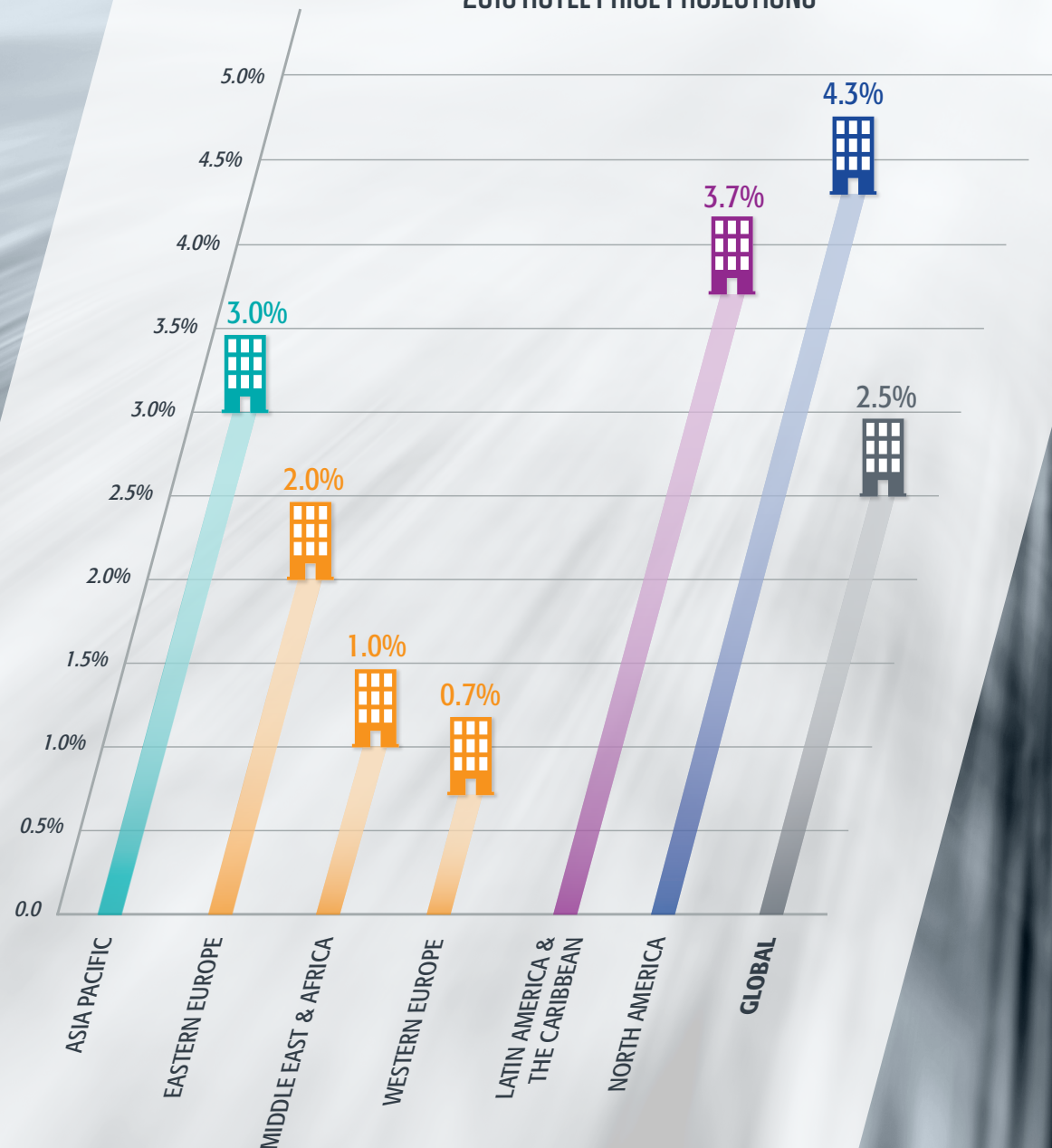
HOTEL PROJECTIONS: GLOBAL OVERVIEW

Hotel prices up globally in 2016

As hotels continue looking to maximize **ancillary fees**, we're seeing them begin testing different terms and price points for amenities such as WiFi, minibar charges and room service. And they have begun to enforce more stringent **cancellation policies**. Hotels will also continue to pursue **dynamic pricing agreements** as yield management strategies evolve across the industry.

More small and mid-sized hotels are establishing an **online presence**, driven by demand from an increasingly digital world. Double-digit growth of the **sharing economy** could present a threat to traditional hotels, though safety remains a concern that could limit its growth in corporate travel.

2016 HOTEL PRICE PROJECTIONS



ASIA PACIFIC

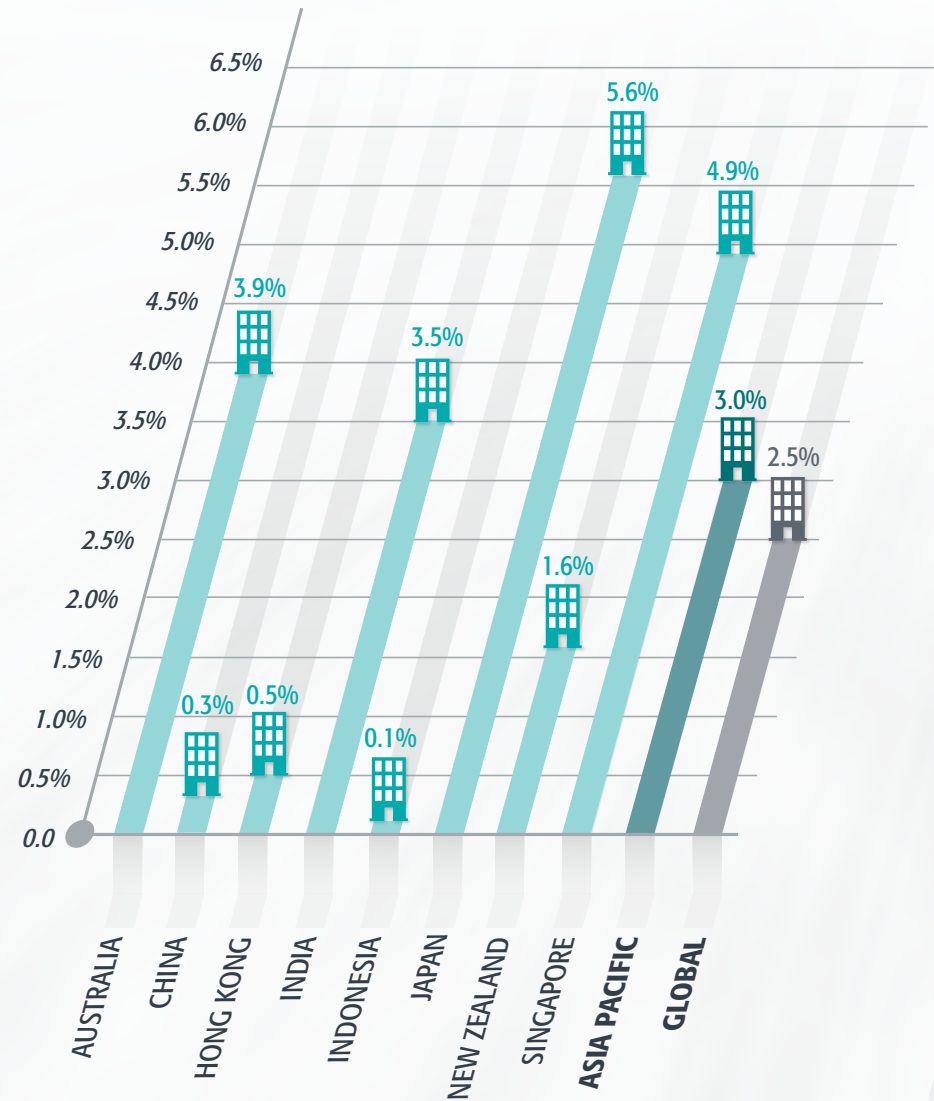
Hotel prices rise as demand & supply find balance

Prices in **India** have been suppressed due to overcapacity, but we're seeing recovery in Mumbai and expect Delhi and Chennai to follow. In western **Australia**, the mining and construction decrease will be offset by higher demand in eastern Australia as tourists look to capitalize on the country's weakened currency. **Japan** continues to have limited supply, and we expect prices in high-occupancy markets like Tokyo and Osaka to be up in 2016. In **Singapore**, we have seen a drop in occupancy in 2015, but we project some price recovery in 2016.

62%

of surveyed travel managers in Asia Pacific indicate that they expect to spend more on travel in 2016 than they did in 2015.

2016 HOTEL PRICE PROJECTIONS: ASIA PACIFIC



EUROPE, MIDDLE EAST & AFRICA

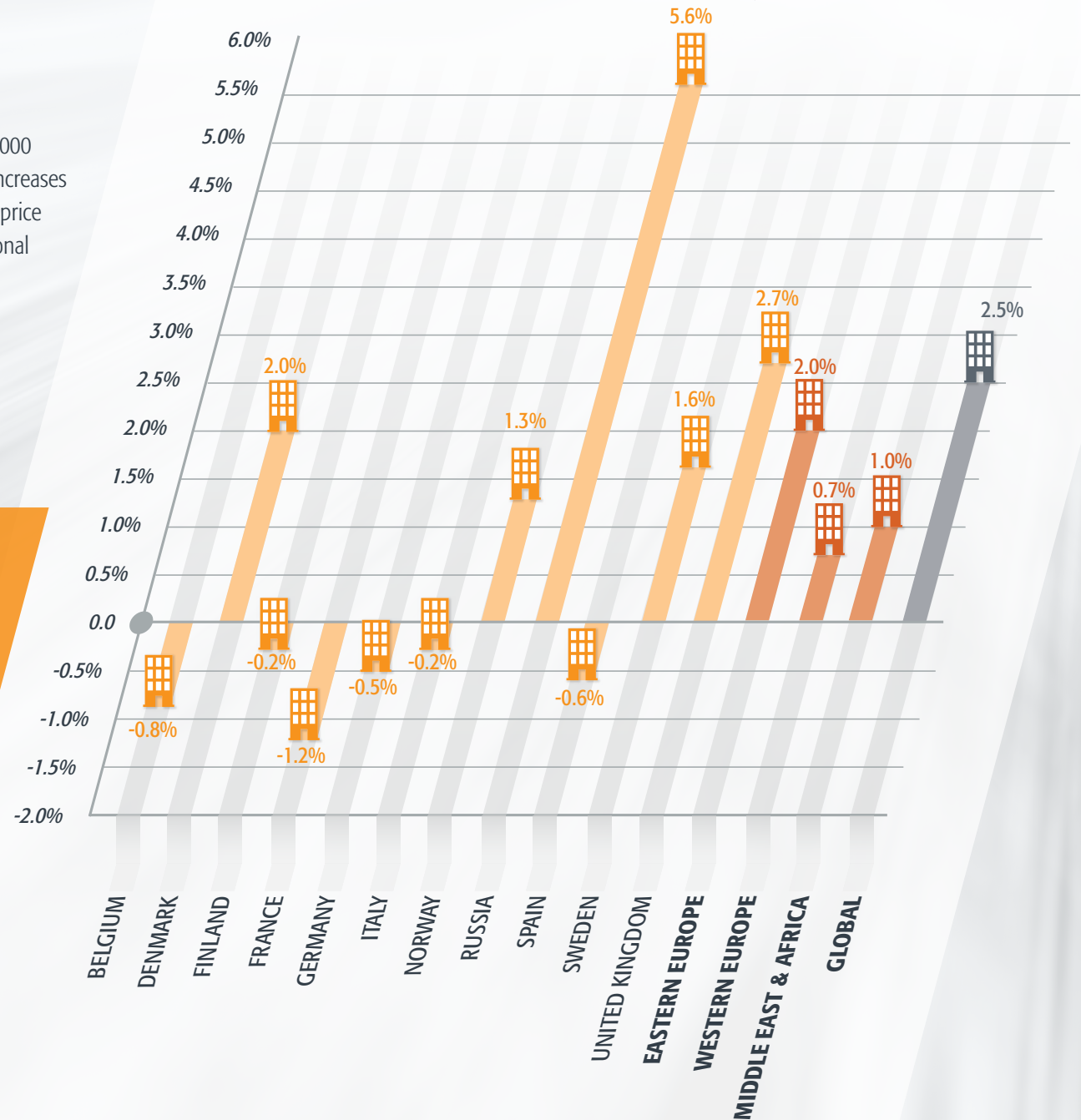
Price increases in US\$ overall, but a mixed bag across local currencies

In the **U.K.**, rooms built for the London 2012 Olympics, plus 12,000 additional rooms planned by 2016, should mean smaller price increases than previous years. Meanwhile, the Nordics are expecting solid price increases based on demand, prompting European and international hotel chain expansion in **Denmark, Sweden** and **Norway**. In Eastern Europe, we anticipate hotel prices will decrease in local currency due to the impact of political conflicts. In **Russia**, the economic situation will lead to a drop in local currency pricing but an increase in US\$ pricing.

51%

of travel managers in Europe expect hotel rates to be higher in 2016, and only 10% believe they'll be lower.

2016 HOTEL PRICE PROJECTIONS: EUROPE, MIDDLE EAST & AFRICA



LATIN AMERICA

Moderate rise, driven by high inflation & economic instability

Inflation rates in **Argentina** are soaring, creating disparity in projections for local currency compared to US\$, but upcoming elections could drive positive changes. In **Brazil**, prices will rise due to dropping commodity prices, high inflation and lower demand. The 2016 Olympic Games in Rio de Janeiro will create some pressure on hotel demand, but increased infrastructure from the 2015 World Cup will mitigate this. In **Venezuela**, the economic recession, aggravated by the low price of commodities and high inflation, contribute to the highest projected prices in the region.

31%

of travel managers in Latin America believe increased hotel fees will drive increased travel spend in 2016.

NORTH AMERICA

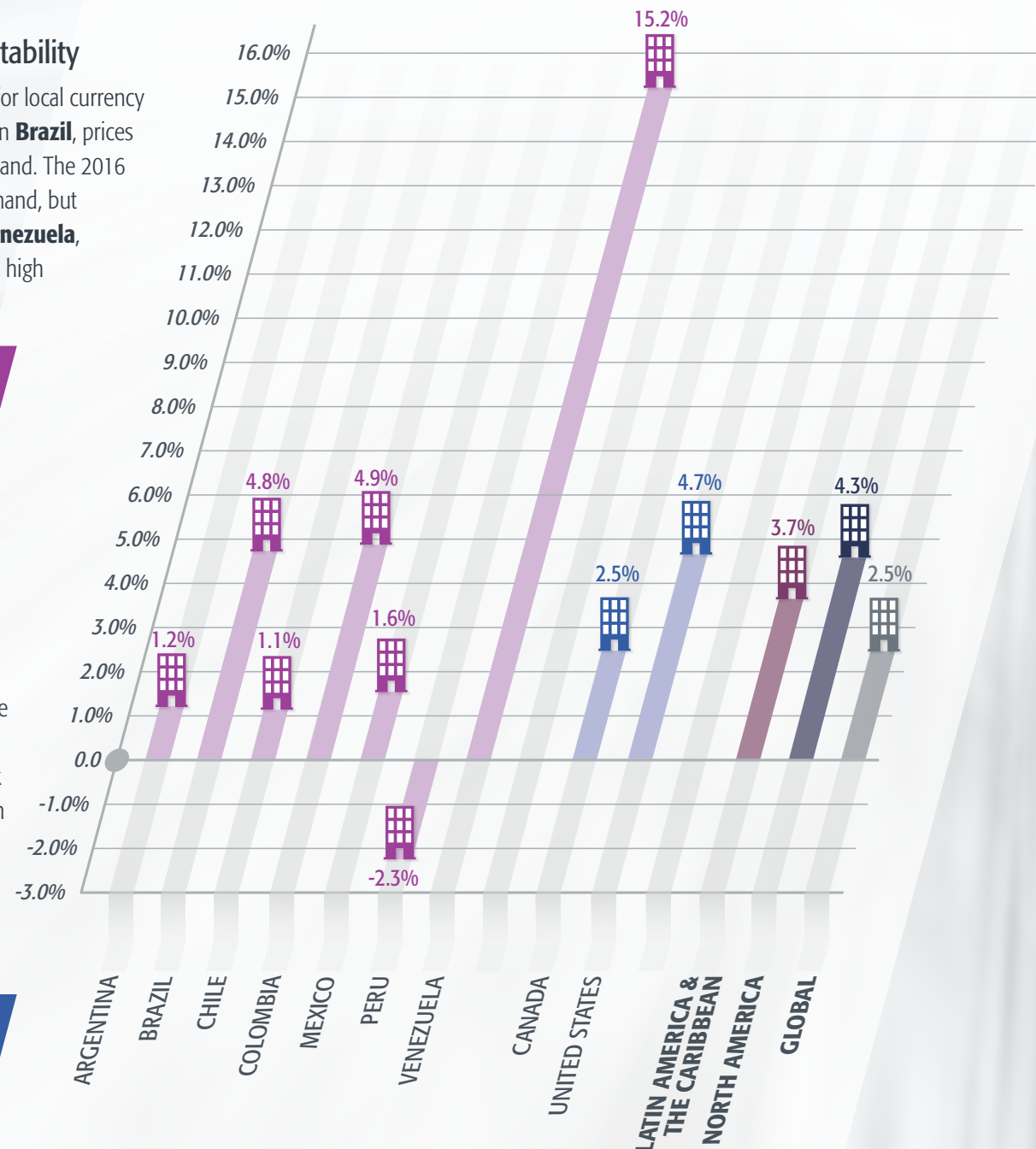
High demand drives increased rates, with some variance in Canada

Demand in the **U.S.** has returned, nearing levels not seen since 1995. The Bay Area (San Francisco and San Jose) and Los Angeles will see the most significant increases, which will drive up prices as we've seen in New York City in the past. Western **Canada**, which has seen the highest rate growth over the past three years, will see flat or even decreased pricing due to lower demand from the oil and gas industry. However, in Toronto, Vancouver and Montreal, which are not as dependent on oil, we project moderate price increases driven by sustained demand levels.

45%

of travel managers in North America indicate that higher hotels fees will contribute to increased travel spend.

2016 HOTEL PRICE PROJECTIONS: AMERICAS



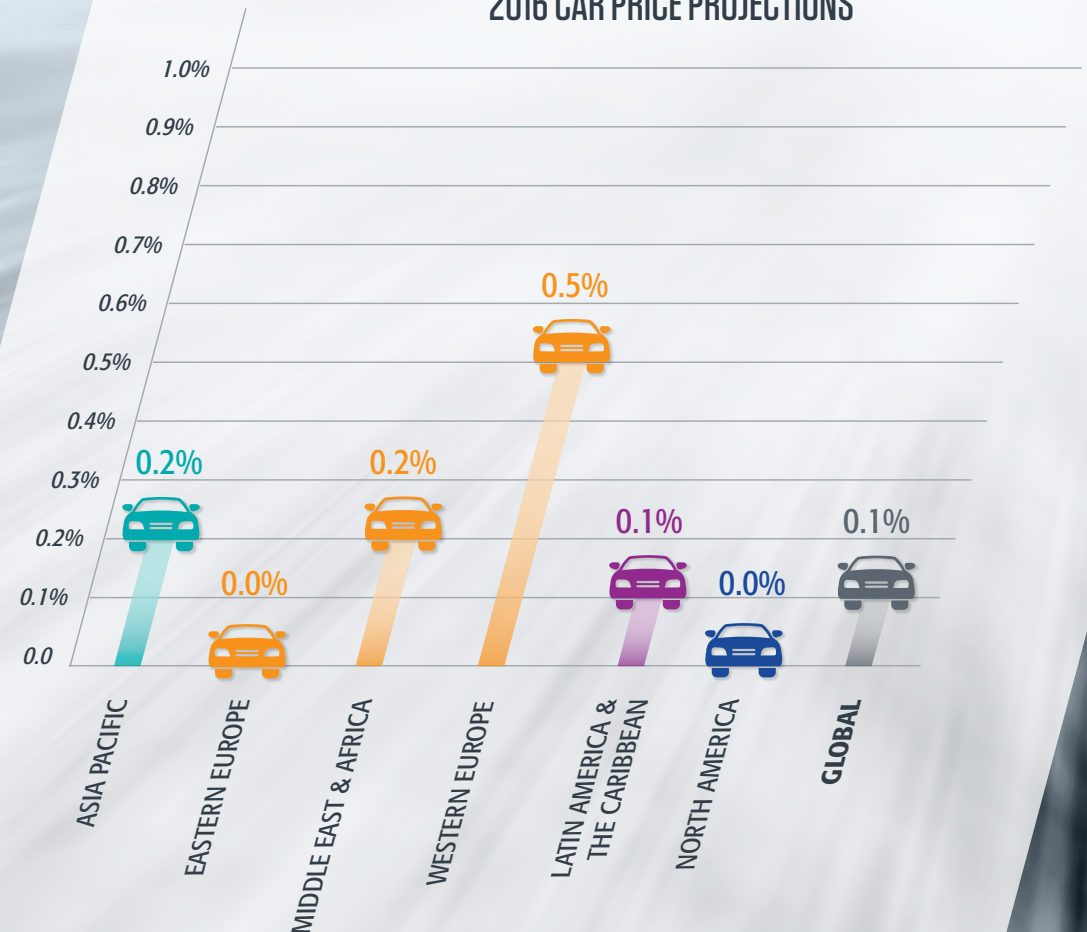
GROUND PROJECTIONS: GLOBAL OVERVIEW

Ground prices near flat globally

Car rental pricing has been under pressure for a number of years. Demand isn't rising sharply enough, and fleets are not managed tightly enough, leading to stagnant rates.

The most interesting trend we're seeing globally is the **sharing economy**. While we do not predict a significant impact on traditional car rentals globally, there may be an impact on rental car companies' car share and sedan/black car segments. The on-demand technology offered has already begun to eat into sedan company revenues, particularly in large metro markets, though many companies mandate preferred ground suppliers for safety and security reasons. Additionally, potential regulations at the country or municipality level could highly impact the growth of these alternatives.

2016 CAR PRICE PROJECTIONS



GROUND: AN UNTAPPED OPPORTUNITY

While ground transportation remains a relatively ignored category, this segment accounts for an **average 4–6% of a company's overall travel spend**, and even more for markets that rely heavily on rail transportation. As many highly managed travel programs find only incremental savings opportunities, ground may offer the best chances for significant savings—as well as improved traveler safety and satisfaction.

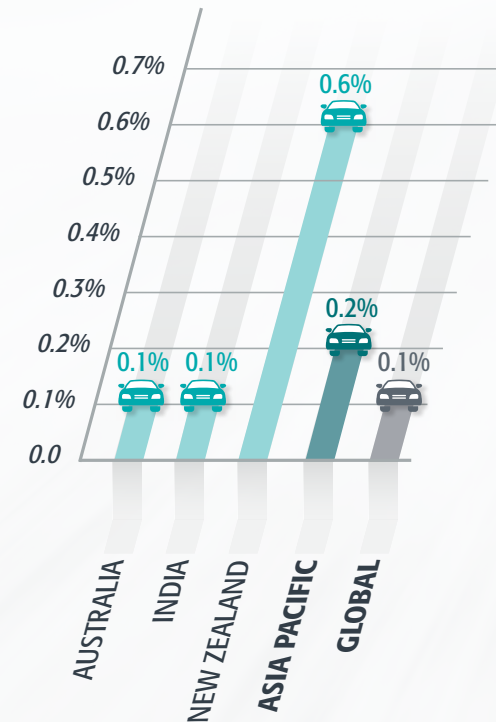
ASIA PACIFIC

Near-flat prices driven by stagnant economic conditions

Ground prices are being driven by the slowing economy, specifically in **Australia**, the largest rental car market in the region. The drop in demand has left suppliers with too much inventory, prompting lower pricing in order to maintain acceptable usage levels. In Australia, **Singapore** and **Hong Kong**, travelers may begin to choose ground options provided through the sharing economy space, as they may appreciate the option of transacting in English and paying with a credit card. In Singapore and Hong Kong, travelers often use taxis. And, in the past few years, taxi apps have become popular in these markets for travelers who enjoy the convenience of booking in real time. In **India**, corporate clients typically use sedan/black car services for improved safety and security.

48% of travel managers in Asia Pacific believe car rental rates will be higher in 2016.

2016 CAR PRICE PROJECTIONS: ASIA PACIFIC



RAIL: A POPULAR & GROWING OPTION IN ASIA PACIFIC

While the car rental market for ground travel in Asia Pacific is not as significant as in other regions, markets like **Japan** and **China** lead the world in another type of ground transportation: high-speed rail. Rail is typically government-owned in the region, leading to fixed fares. However, **India** has budgeted to increase its high-speed rail tracks by 10%, which will begin to be felt in the region over the next five years.

EUROPE, MIDDLE EAST & AFRICA

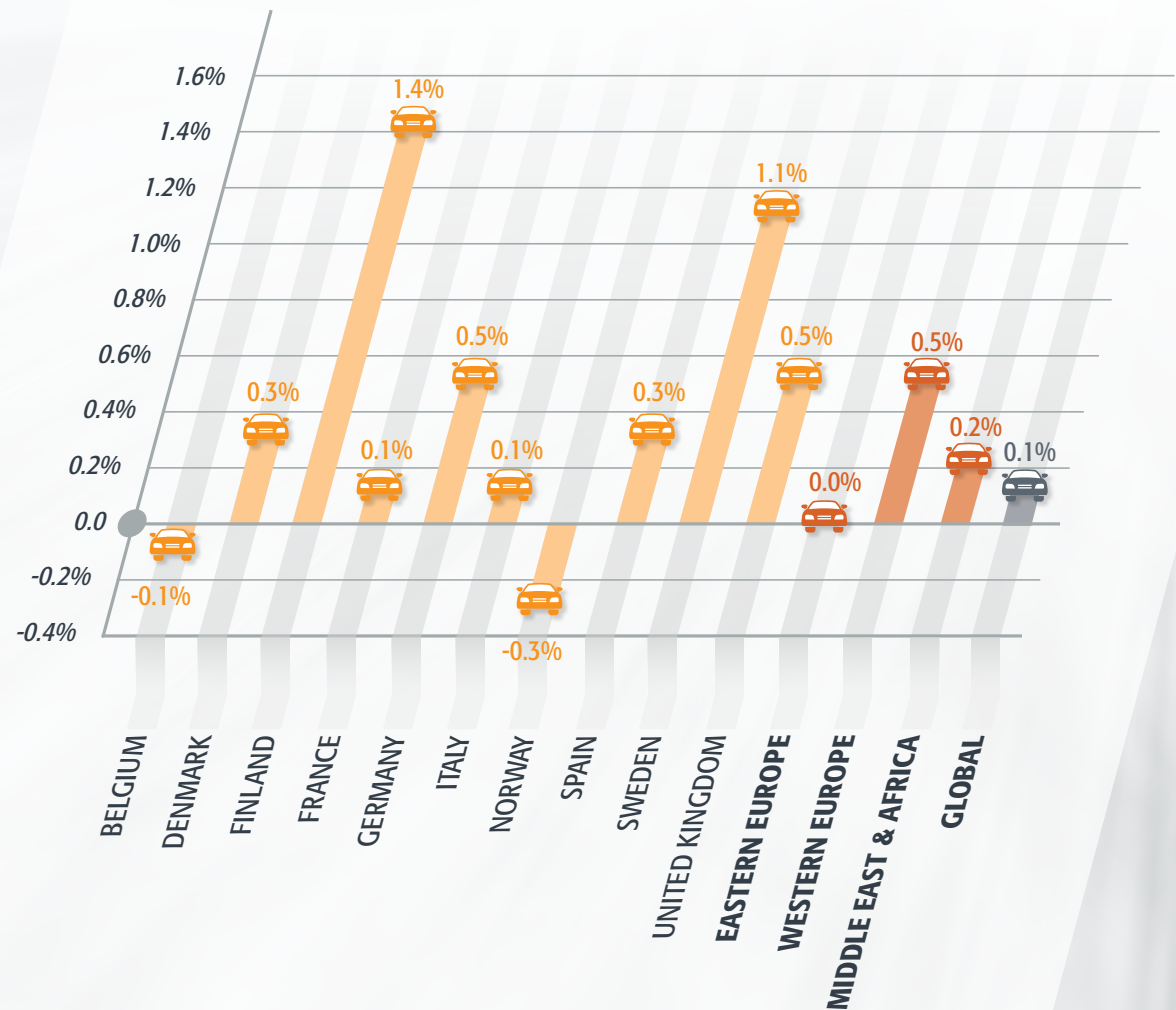
Relatively flat pricing & growing interest in the sharing economy

The entrance of new suppliers in the marketplace over the past few years, along with stagnant economic conditions in some countries, has led to flat-to-falling rates. In the rideshare segment, we expect an increase in Uber's market share throughout the region, although the previously mentioned regulatory concerns could pose a risk. For rail, we expect stronger competition from car sharing and drive-sharing models, leading to reduced operations on non-profitable routes and slower price increases on more popular routes.

65%

of travel managers in Europe think car rental rates will remain the same in 2016.

2016 CAR PRICE PROJECTIONS: EUROPE, MIDDLE EAST & AFRICA



LATIN AMERICA

Near-flat growth driven by economic challenges & excess supply

Economic challenges will limit demand, creating excess inventory unless the rental car companies can offload vehicles. Major car rental companies have invested heavily in **Brazil**, leading to excess supply, causing a substantial drop compared to last year's prices. **Mexico** boasts the highest projected rates in Latin America due to the country's strong economy.

60% of travel managers in Latin America think car rental rates in their region will increase in 2016.

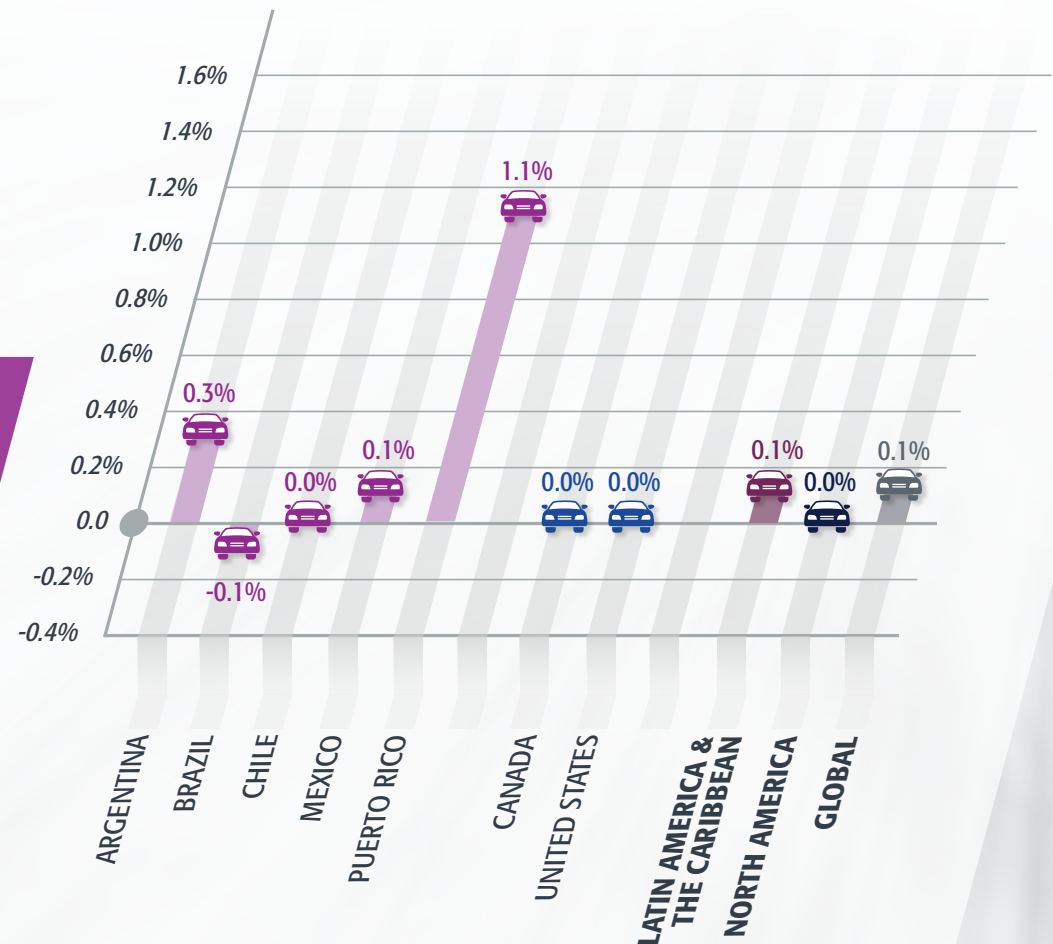
NORTH AMERICA

Flat prices, with some potential upside

Past rental car company consolidation has led to excess supply, putting downward pressure on corporate rates. However, the major consolidations are now done, and fleets will likely be adjusted to demand, which could result in higher rates than anticipated. Additionally, the influence of institutional investors in the space could drive more aggressive rates in the corporate market as these investors push for profits.

45% of travel managers in North America think car rental rates will remain the same in 2016.

2016 CAR PRICE PROJECTIONS: AMERICAS



M&E PROJECTIONS



Group size

11.0%



Cost per attendee per day

5.0%

ASIA PACIFIC

We anticipate that Asia Pacific will see modest increases in cost per attendee and group size in 2016, while the unpredictable economic landscape and health-related scares (eg, MERS and SARS) will continue to put a damper on M&E growth overall. However, strong demand from **China** and **India** will drive prices and group size up, helping to balance depressed growth in the rest of the region.



Group size

1.2%



Cost per attendee per day

-0.4%

EUROPE, MIDDLE EAST & AFRICA

The Eurozone continues to be unpredictable and difficult, causing many companies to decrease attendee budgets for meetings. Across Europe, domestic meetings are increasing and international travel is decreasing as companies look to control costs. Additionally, procurement is starting to influence the event industry, with a focus on driving down costs.



Group size

-1.5%



Cost per attendee per day

1.0%

LATIN AMERICA

Hotels under construction in the region are beginning to open in time for the Olympics. However, in **Brazil**, demand is beginning to flatten or even drop in key industry segments (except in the pharmaceutical industry), which may cause a shift to a buyer's market. We recommend increasing the lead time for group bookings to maximize negotiating power. Corporate group size has reduced almost 10% year-over-year in Latin America, a trend that will continue, albeit not as drastically, into 2016.



Group size

2.0%



Cost per attendee per day

4.5%

NORTH AMERICA

While supply is up, with almost 100,000 new rooms added in 2015, demand continues to grow at up to quadruple the rate of supply. Pricing power should remain in the hands of hoteliers until the second half of 2016. Increasing lead time for larger events and strategic meetings management strategies can help mitigate price pressure. Food and beverage pressures continue to be a significant driver for cost, and buyers are managing menus as well as the number of breaks to drive savings.

RECOMMENDATIONS

6 tips for program success in 2016

1



Make sure you have all the data

To build a complete data set, you will also need the cleanest data to make the best decisions for your program. Use predictive analytics to identify future opportunities.

2



Know how your program is performing

It's essential to understand your performance so you can manage commitments to suppliers and ensure competitive pricing. In 2016, it will be crucial to perform at or above expectations if you want to benefit from any negotiating clout with current suppliers.

3



Continually assess the supplier landscape

Remain open to new models such as dynamic hotel pricing and single sourcing for airlines as well as new options in the supplier landscape like low-cost carriers and sharing economy providers.

4



Capitalize on changing market conditions

Today, hotel demand and pricing are fluctuating at such a rapid pace that it is crucial to recognize, understand and adapt your strategies to capitalize on market conditions.

5



Target traveler behavior

Get an in-depth understanding of your travel population and its different segments. Use targeted communication such as individual scorecards, online training or gamification to help control traveler behavior—and your costs—in 2016.

6



Embrace technology

Prioritize the options most favorable to your program in your online booking tools, capitalize on last-minute opportunities through mobile booking technology and investigate fare- and rate-monitoring solutions to ensure you're always getting the best available options.

METHODOLOGY

The projections in the 2016 Global Travel Price Outlook were formed based on:

- A statistical model, developed by market and economic research firm, Rockport Analytics, that evaluates historical price behavior and forecasts future price references
- The market-specific expertise and travel industry knowledge of CWT and *CWT Solutions Group* personnel worldwide
- Macroeconomic information sourced from Moody's Analytics, the International Monetary Fund Research Department, the United Nations and others

Projections were derived based on transaction data from CWT's global client portfolio, including clients' travel footprints and patterns, over the past six years. Key macroeconomic and per-country indicators, such as current and expected GDP growth, the consumer price index, unemployment rates and crude oil prices, were used in the statistical model, as well as key supply-side drivers sourced from OAG and STR Global. All air statistics represent point of origin and include all trip types (long and short haul/ domestic, continental and intercontinental).

In addition to the modeling process, data from GBTA's Travel Manager Sentiment Survey was analyzed. The online survey took place from 22 January to 10 February 2015 and was comprised of more than 630 corporate travel managers in Asia Pacific, Europe, Latin America and North America and includes members and non-members of GBTA.

ABOUT CARLSON WAGONLIT TRAVEL

Carlson Wagonlit Travel (CWT) is a global leader specialized in managing business travel and meetings and events. CWT serves companies, government institutions and non-governmental organizations of all sizes in more than 150 countries and territories. For more information about CWT, please visit our global website at www.carlsonwagonlit.com. Follow us on Twitter [@CarlsonWagonlit](https://twitter.com/CarlsonWagonlit).

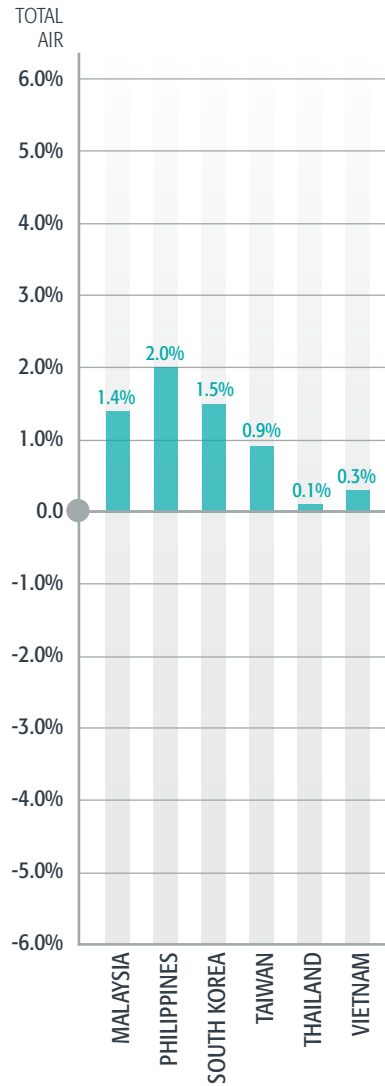
ABOUT THE GBTA FOUNDATION

The GBTA Foundation is the education and research arm of the Global Business Travel Association (GBTA), the world's premier business travel and meetings trade organization headquartered in the Washington, D.C. area with operations on six continents. Collectively, GBTA's 7,000-plus members manage more than \$345 billion of global business travel and meetings expenditures annually. GBTA provides its growing network of more than 28,000 travel professionals and 125,000 active contacts with world-class education, events, research, advocacy and media. For more information, see gbta.org and gbta.org/foundation.

ADDITIONAL TRAVEL PRICE DATA

Asia Pacific airfares

COUNTRY - TOTAL AIR



KEY MARKET BY CLASS OF SERVICE

MARKET	BUSINESS			ECONOMY			TOTAL AIR
	CONTINENTAL	DOMESTIC	INTERCONTINENTAL	CONTINENTAL	DOMESTIC	INTERCONTINENTAL	
AUSTRALIA	1.0%	1.8%	3.6%	4.8%	3.6%	2.0%	2.7%
CHINA	3.8%	2.3%	0.3%	1.7%	3.5%	0.3%	2.8%
HONG KONG	0.6%	N/A	0.0%	0.5%	N/A	0.4%	0.4%
INDIA	0.1%	2.6%	5.2%	0.4%	2.3%	4.8%	2.6%
JAPAN	-4.7%	N/A	1.1%	-7.1%	3.2%	1.3%	0.0%
SINGAPORE	0.7%	N/A	4.3%	2.6%	N/A	3.3%	3.0%
ASIA PACIFIC	0.4%	0.5%	2.4%	0.4%	3.0%	2.0%	1.2%

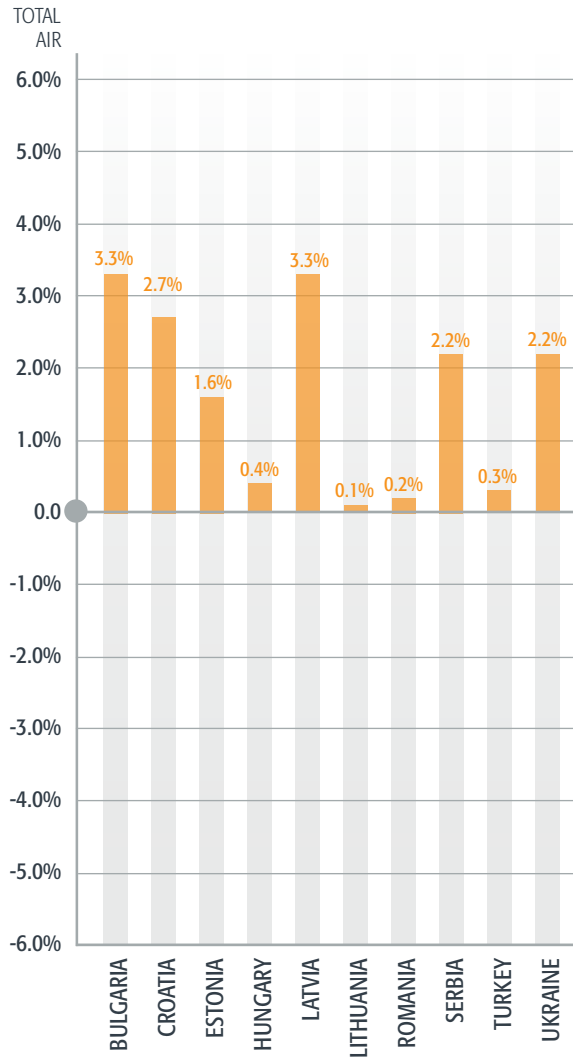


ADDITIONAL TRAVEL PRICE DATA

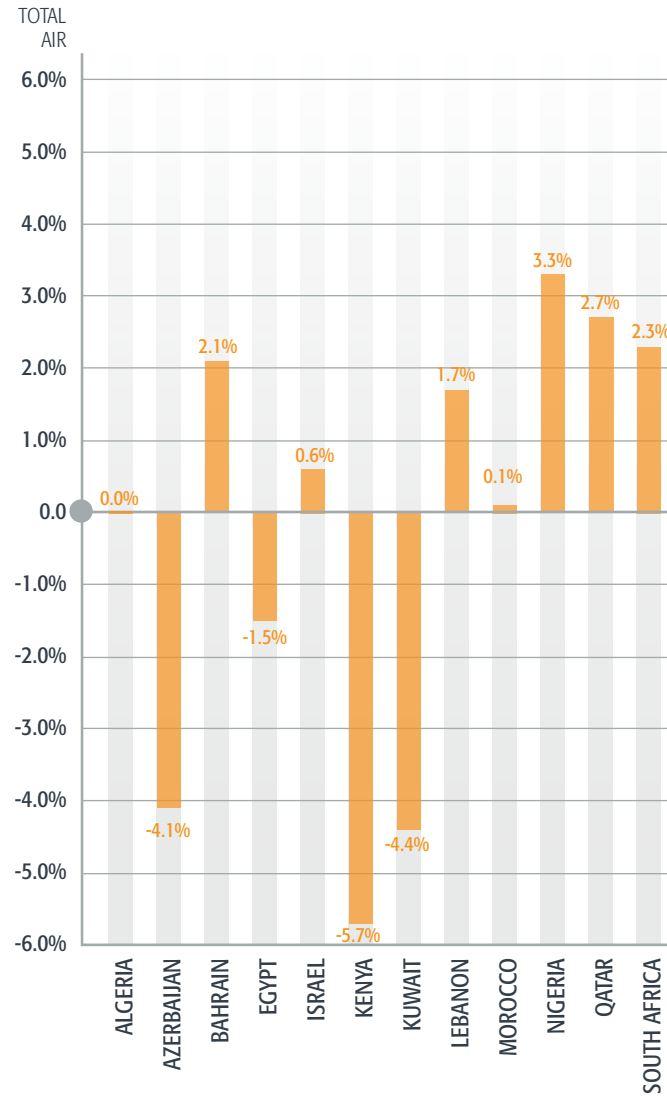
Europe, Middle East & Africa airfares

COUNTRY - TOTAL AIR

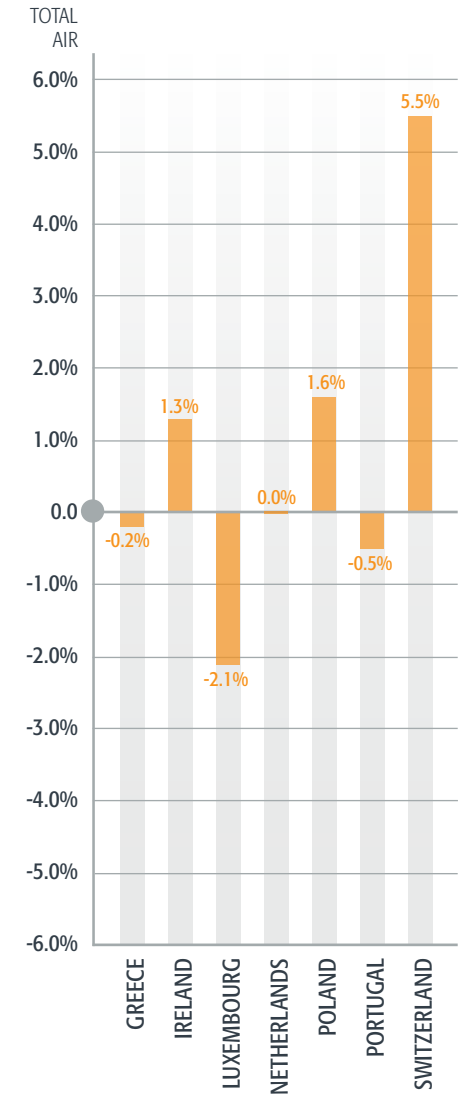
EASTERN EUROPE



MIDDLE EAST AND AFRICA



WESTERN EUROPE





ADDITIONAL TRAVEL PRICE DATA

Europe, Middle East & Africa

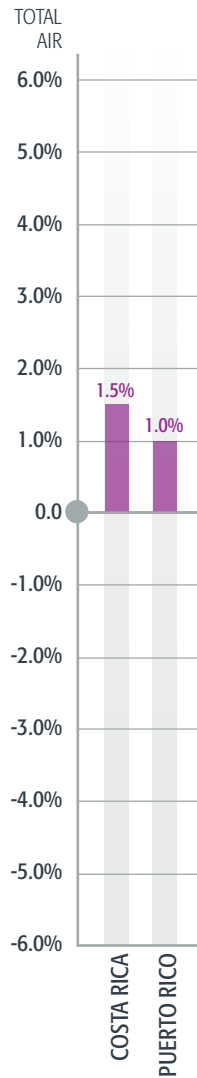
KEY MARKET BY CLASS OF SERVICE

MARKET	BUSINESS			ECONOMY			TOTAL AIR
	CONTINENTAL	DOMESTIC	INTERCONTINENTAL	CONTINENTAL	DOMESTIC	INTERCONTINENTAL	
RUSSIA	0.5%	1.3%	0.2%	-2.3%	-1.8%	3.5%	-0.9%
EASTERN EUROPE	0.1%	0.1%	0.2%	0.1%	0.2%	0.1%	0.1%
SAUDI ARABIA	N/A	0.2%	0.4%	3.0%	-0.9%	-1.4%	0.5%
UNITED ARAB EMIRATES	N/A	N/A	N/A	N/A	N/A	5.0%	3.6%
MIDDLE EAST & AFRICA	0.0%	0.0%	0.1%	0.5%	-0.2%	-0.2%	0.1%
BELGIUM	2.1%	N/A	0.0%	1.5%	N/A	0.0%	0.6%
DENMARK	-1.4%	-2.4%	2.4%	-2.1%	-4.2%	-3.3%	-1.5%
FRANCE	-7.0%	N/A	0.3%	-3.8%	-1.9%	2.5%	-0.8%
GERMANY	2.0%	-2.0%	2.2%	-3.9%	-3.4%	1.4%	-0.7%
ITALY	0.7%	N/A	-0.3%	-1.8%	-3.9%	0.8%	-1.4%
NETHERLANDS	-0.1%	N/A	-0.4%	2.8%	N/A	-1.7%	0.0%
SPAIN	-0.5%	0.2%	1.0%	-1.7%	-1.5%	-2.2%	-0.5%
SWEDEN	3.1%	-1.5%	-0.1%	-3.8%	-2.8%	0.0%	0.2%
SWITZERLAND	8.9%	2.5%	4.8%	2.8%	3.8%	6.5%	5.5%
UNITED KINGDOM	2.1%	2.2%	-0.6%	0.1%	3.4%	-0.1%	0.8%
WESTERN EUROPE	0.1%	-0.5%	1.0%	-0.6%	-0.7%	1.4%	0.5%

ADDITIONAL TRAVEL PRICE DATA

Americas airfares

LATIN AMERICA - TOTAL AIR



LATIN AMERICA - KEY MARKET BY CLASS OF SERVICE

MARKET	BUSINESS			ECONOMY			TOTAL AIR
	CONTINENTAL	DOMESTIC	INTERCONTINENTAL	CONTINENTAL	DOMESTIC	INTERCONTINENTAL	
ARGENTINA	-3.7%	N/A	0.4%	-0.2%	-3.2%	-0.8%	-1.5%
BRAZIL	-2.4%	N/A	-1.2%	1.5%	0.2%	1.5%	0.8%
CHILE	0.0%	N/A	2.7%	0.7%	3.2%	2.1%	1.9%
MEXICO	N/A	3.1%	-0.6%	4.5%	3.3%	-0.1%	3.0%
LATIN AMERICA & THE CARIBBEAN	-2.6%	3.1%	0.4%	0.4%	0.5%	0.8%	0.8%

NORTH AMERICA - KEY MARKET BY CLASS OF SERVICE

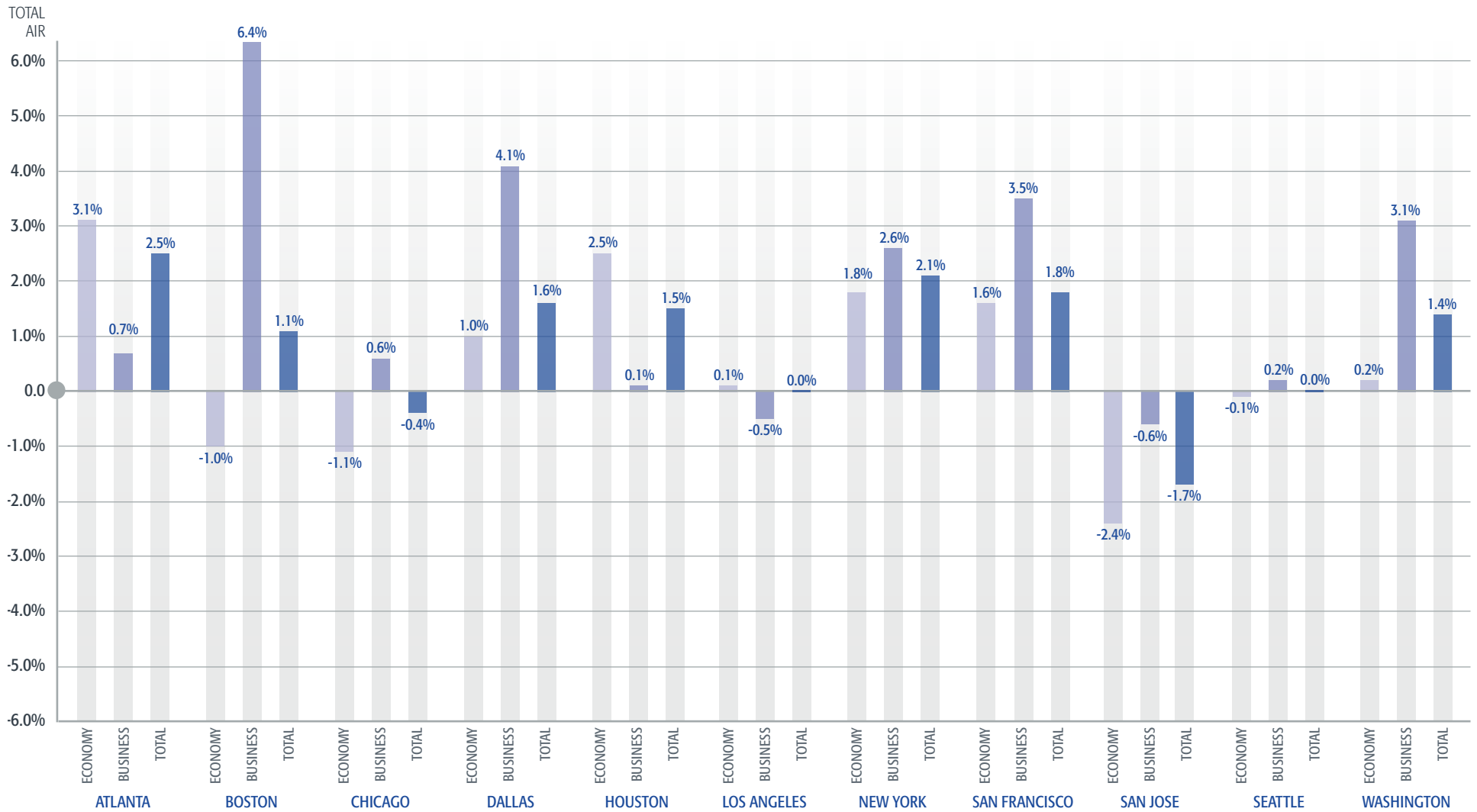
MARKET	BUSINESS			ECONOMY			TOTAL AIR
	CONTINENTAL	DOMESTIC	INTERCONTINENTAL	CONTINENTAL	DOMESTIC	INTERCONTINENTAL	
CANADA	-6.0%	-10.0%	-6.0%	-5.0%	-3.0%	-7.0%	-5.0%
U.S.	1.6%	1.8%	0.5%	3.1%	0.4%	2.1%	0.5%
NORTH AMERICA	1.6%	1.8%	0.5%	3.1%	0.4%	2.1%	0.5%



ADDITIONAL TRAVEL PRICE DATA

Americas airfares

UNITED STATES METRO MARKET FORECAST - AIR

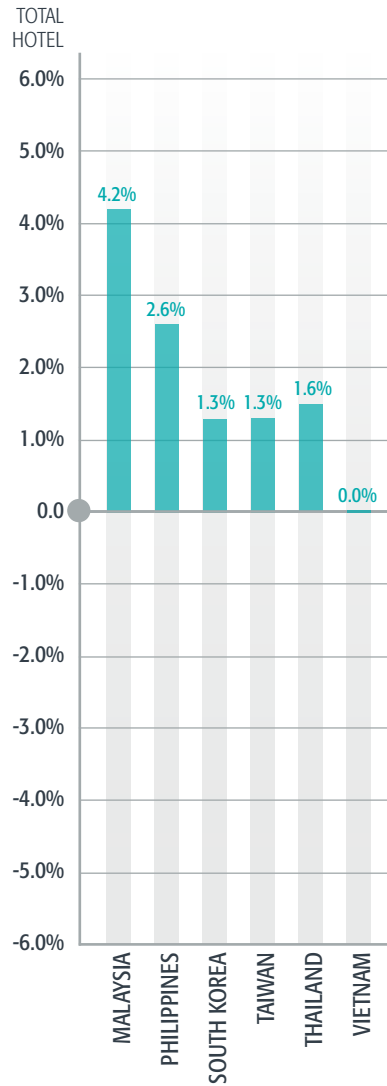




ADDITIONAL TRAVEL PRICE DATA

Asia Pacific hotel rates

COUNTRY - TOTAL HOTEL



KEY MARKET BY CLASS OF SERVICE

MARKET	MIDSCALE	UPSCALE	TOTAL HOTEL
AUSTRALIA	5.5%	3.1%	3.9%
CHINA	3.2%	-0.8%	0.3%
HONG KONG	0.1%	1.1%	0.5%
INDIA	4.1%	2.8%	3.5%
JAPAN	2.6%	6.7%	5.6%
SINGAPORE	4.0%	5.5%	4.9%
ASIA PACIFIC	3.2%	2.8%	3.0%

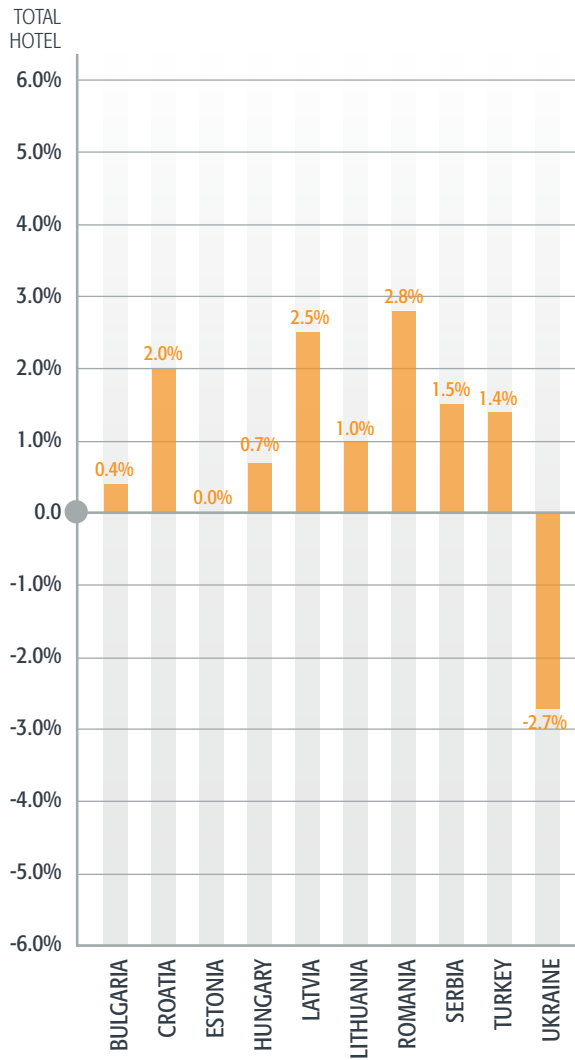


ADDITIONAL TRAVEL PRICE DATA

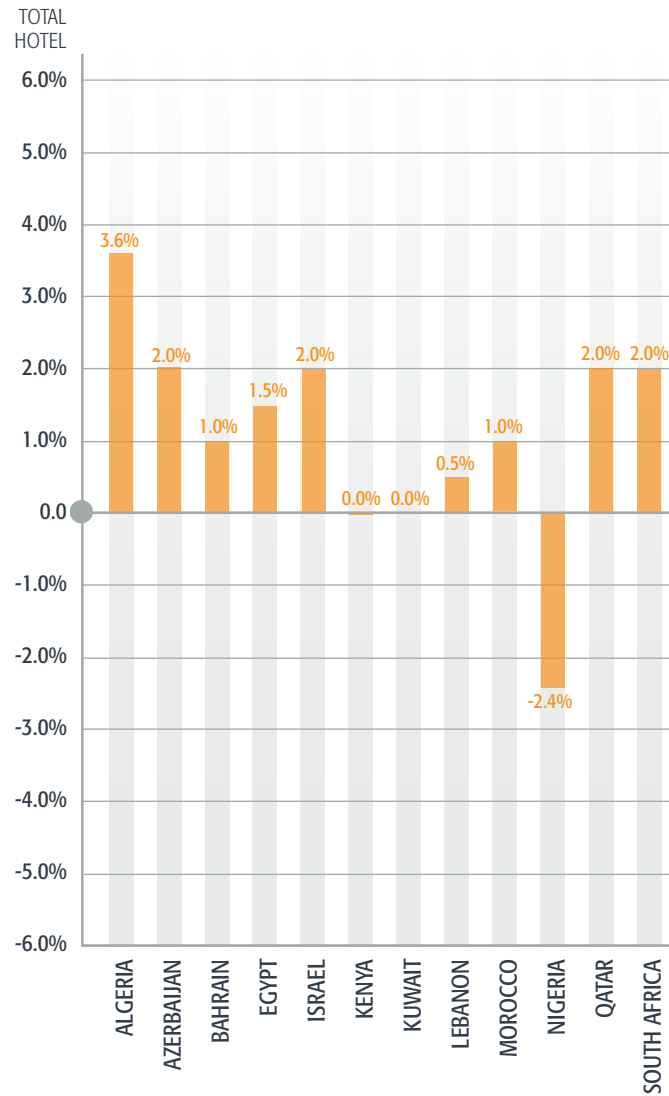
Europe, Middle East & Africa hotel rates

COUNTRY - TOTAL HOTEL

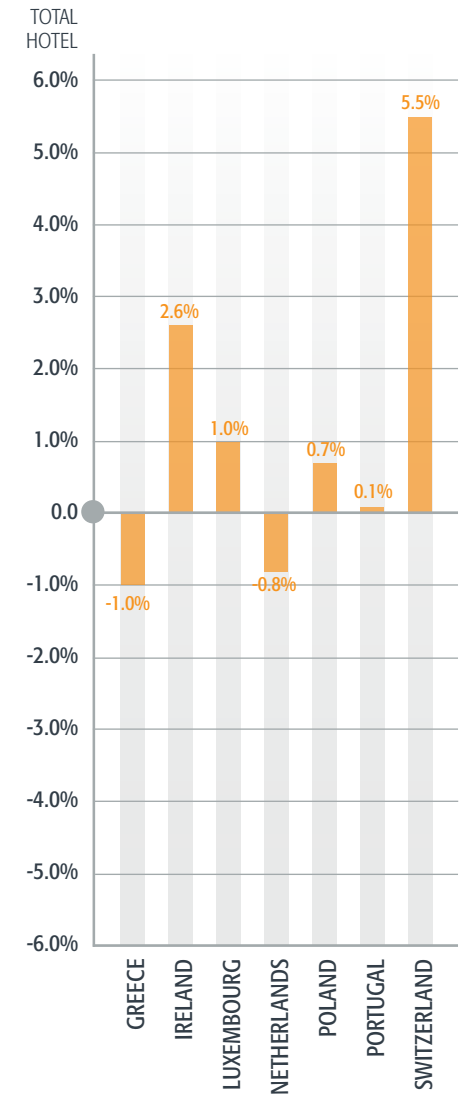
EASTERN EUROPE



MIDDLE EAST AND AFRICA



WESTERN EUROPE





ADDITIONAL TRAVEL PRICE DATA

Europe, Middle East & Africa

KEY MARKET BY CLASS OF SERVICE

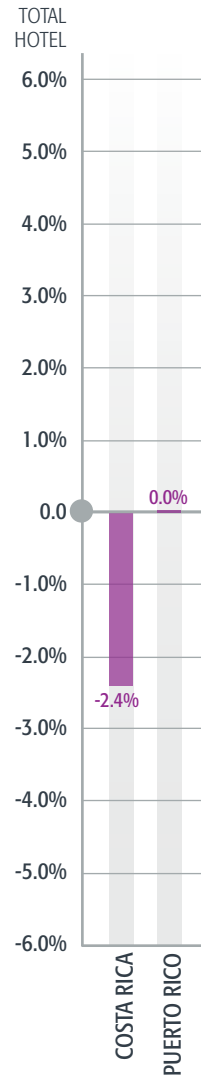
MARKET	MIDSCALE	UPSCALE	TOTAL HOTEL
RUSSIA	5.2%	5.8%	5.6%
EASTERN EUROPE	4.0%	1.1%	2.0%
SAUDI ARABIA	1.9%	4.0%	3.0%
UNITED ARAB EMIRATES	1.0%	2.0%	1.5%
MIDDLE EAST & AFRICA	0.2%	1.0%	1.0%
BELGIUM	-0.9%	-0.6%	-0.8%
FINLAND	0.4%	-0.8%	-0.2%
FRANCE	-1.4%	-0.9%	-1.2%
GERMANY	-1.5%	0.6%	-0.5%
ITALY	-2.5%	1.9%	-0.2%
NETHERLANDS	-1.4%	-0.1%	-0.8%
NORWAY	1.6%	1.1%	1.3%
SPAIN	-2.2%	-0.8%	-0.6%
SWEDEN	1.0%	2.2%	1.6%
UNITED KINGDOM	1.7%	3.6%	2.7%
WESTERN EUROPE	-0.6%	1.3%	0.7%



ADDITIONAL TRAVEL PRICE DATA

Americas hotel rates

LATIN AMERICA - TOTAL HOTEL



LATIN AMERICA - KEY MARKET BY CLASS OF SERVICE

MARKET	MIDSCALE	UPSCALE	TOTAL HOTEL
ARGENTINA	1.2%	1.1%	1.2%
BRAZIL	6.8%	3.7%	4.8%
CHILE	1.0%	0.5%	1.1%
MEXICO	1.3%	2.0%	1.6%
LATIN AMERICA & THE CARIBBEAN	4.6%	3.0%	3.7%

NORTH AMERICA - KEY MARKET BY CLASS OF SERVICE

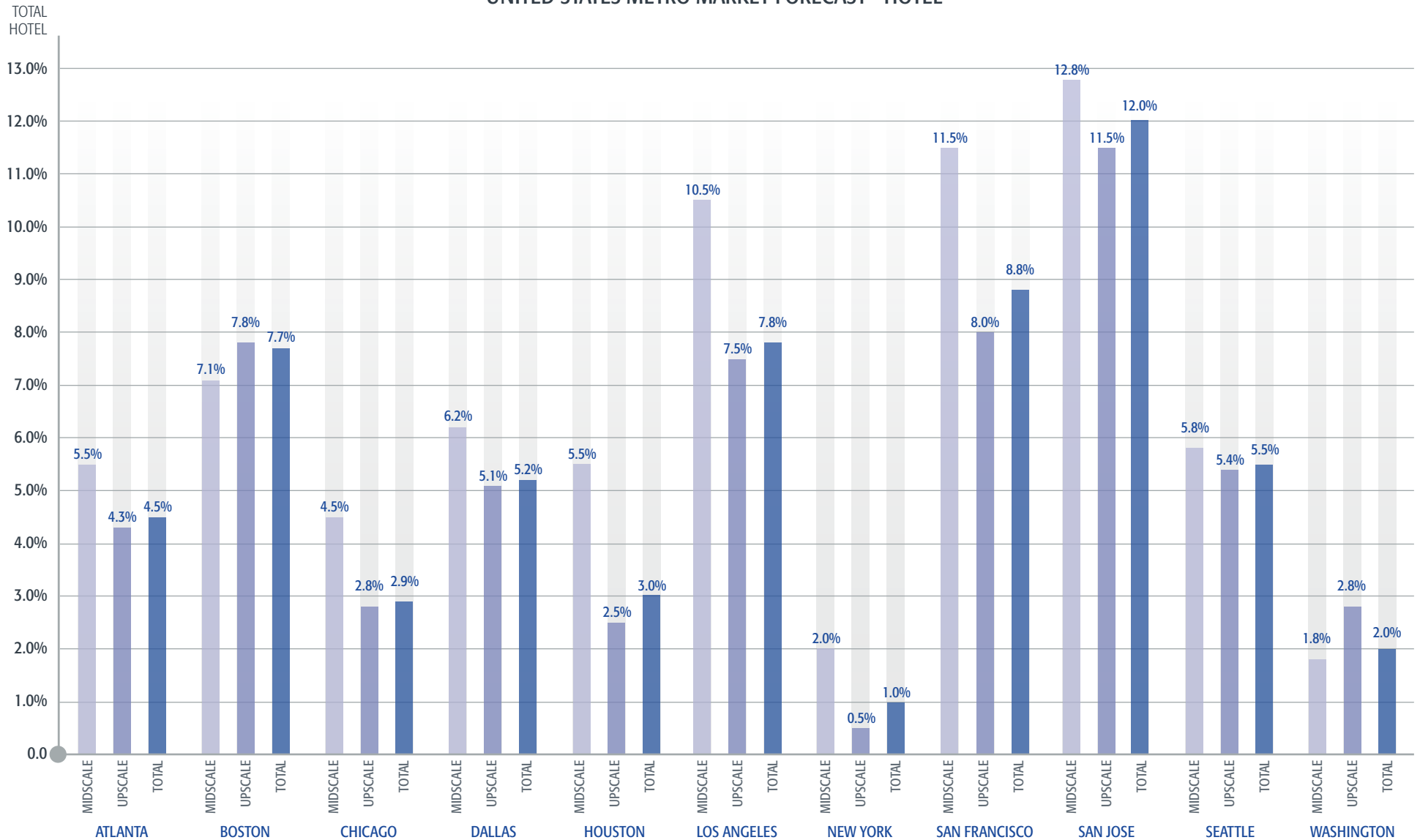
MARKET	MIDSCALE	UPSCALE	TOTAL HOTEL
CANADA	2.8%	2.4%	2.5%
UNITED STATES	6.2%	4.2%	4.7%
NORTH AMERICA	4.5%	4.0%	4.3%



ADDITIONAL TRAVEL PRICE DATA

Americas hotel rates

UNITED STATES METRO MARKET FORECAST - HOTEL





ADDITIONAL TRAVEL PRICE DATA

Asia Pacific rental car rates

KEY MARKET BY CLASS OF SERVICE

MARKET	MIDSIZE	FULL SIZE	TOTAL CAR
AUSTRALIA	0.1%	0.0%	0.1%
INDIA	-0.1%	0.1%	0.1%
NEW ZEALAND	0.7%	0.5%	0.6%
ASIA PACIFIC	0.0%	0.3%	0.2%

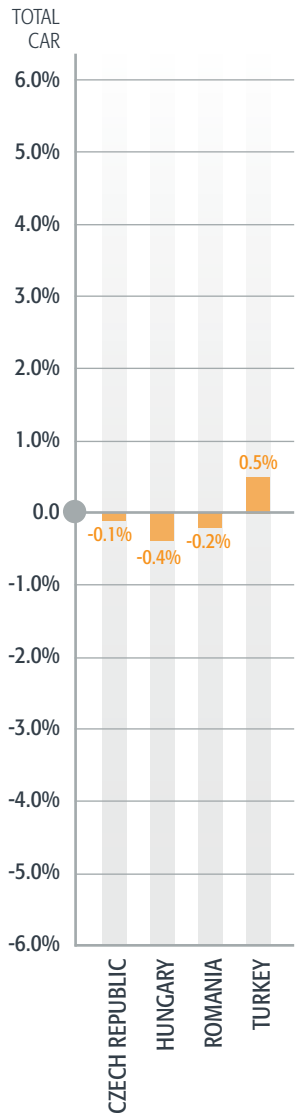


ADDITIONAL TRAVEL PRICE DATA

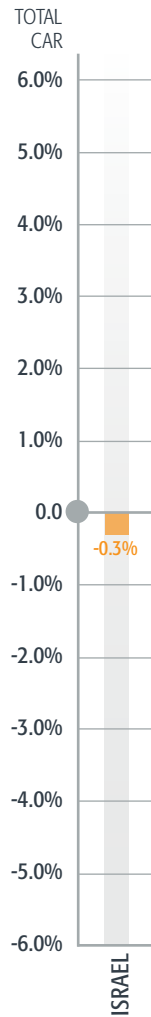
Europe, Middle East & Africa rental car rates

COUNTRY - TOTAL CAR

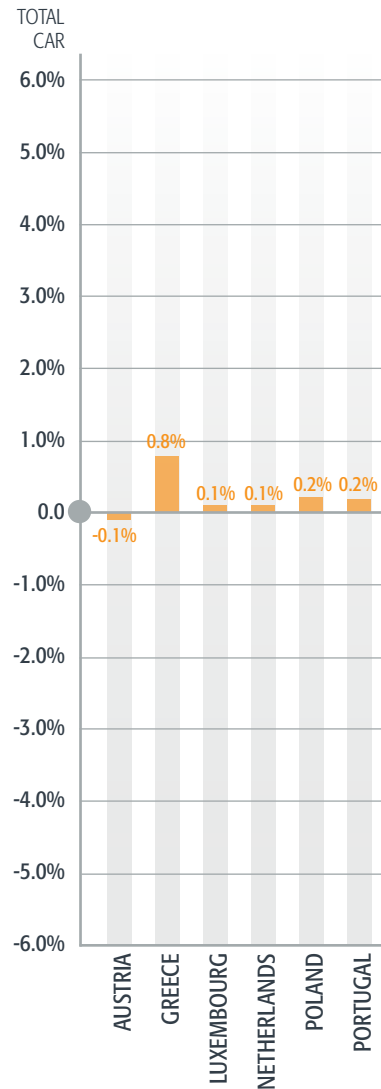
EASTERN EUROPE



MIDDLE EAST & AFRICA




WESTERN EUROPE



KEY MARKET BY CLASS OF SERVICE

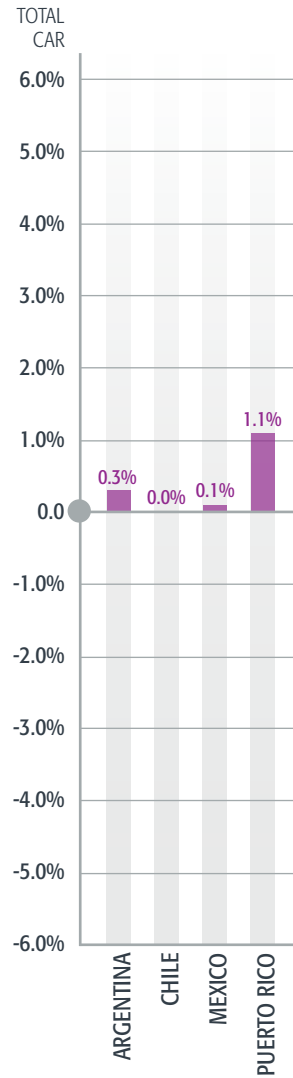
MARKET	MIDSIZE	FULL SIZE	TOTAL CAR
SOUTH AFRICA	1.2%	-0.7%	1.1%
MIDDLE EAST & AFRICA	-0.1%	0.2%	0.2%
BELGIUM	-5.5%	1.7%	-0.1%
FRANCE	0.1%	0.1%	0.1%
GERMANY	-0.1%	1.0%	0.5%
ITALY	-0.7%	2.0%	0.1%
SPAIN	1.8%	-4.3%	0.3%
SWEDEN	5.2%	-0.6%	1.1%
SWITZERLAND	0.1%	0.1%	0.1%
UNITED KINGDOM	0.3%	2.5%	0.5%
WESTERN EUROPE	0.5%	0.1%	0.5%



ADDITIONAL TRAVEL PRICE DATA

Americas rental car rates

LATIN AMERICA - TOTAL CAR



LATIN AMERICA - KEY MARKET BY CLASS OF SERVICE

MARKET	MIDSIZE	FULL SIZE	TOTAL CAR
BRAZIL	-0.1%	-0.1%	-0.1%
LATIN AMERICA & THE CARIBBEAN	0.1%	0.1%	0.1%

NORTH AMERICA - KEY MARKET BY CLASS OF SERVICE

MARKET	MIDSIZE	FULL SIZE	TOTAL CAR
CANADA	0.0%	0.0%	0.0%
UNITED STATES	0.0%	0.0%	0.0%
NORTH AMERICA	0.0%	0.0%	0.0%



ADDITIONAL TRAVEL PRICE DATA

Americas rental car rates

UNITED STATES METRO MARKET FORECAST - CAR

