Pulse of the Outfitter Industry During COVID-19

March 20, 2020

What is the impact on your reservation bookings compared to this time last year?

- Down 0-20%: 44%
- Down 21-40%: 25%
- Down 41-60%: 16%
- Down 61-100%: 15%

Have you partially or fully shut down your operation?

- Yes, we have suspended some operations: 39%
- Yes, we have suspended all operations: 42%
- No, we are continuing to operate: 19%

What do you expect the impact on your business to be by the end of this calendar year?

- Down 0-20%: 19%
- Down 21-40%: 32%
- Down 41-60%: 25%
- Down 61-100%: 24%

If the COVID-19 crisis continues for an extended period of time and you do not receive assistance, how long can your business survive?

- 3 months: 39%
- 6 months: 27%
- 12 months: 34%

Have you altered your cancellation and refund policy during Coronavirus?

- Yes, we are offering credits toward future travel: 38%
- Yes, we are offering full refunds: 20%
- Yes, we have extended the cancellation date: 12%
- Yes, we are offering partial refunds: 5%
- No: 25%