World Hostels

Post COVID19 Reopening Survey

June 2020

An Overview

- 6121 global respondents
- We sent the survey out to our communities across the world with the aim to gather their insights on how they feel about travelling post-lockdown
- The Survey was sent out by a segment of hostel brands to hear from consumers about how they feel about travelling, in order to determine and prepare for the “new normal” at the hostel venues.

An Overview

Our respondents were made up of

54% Female

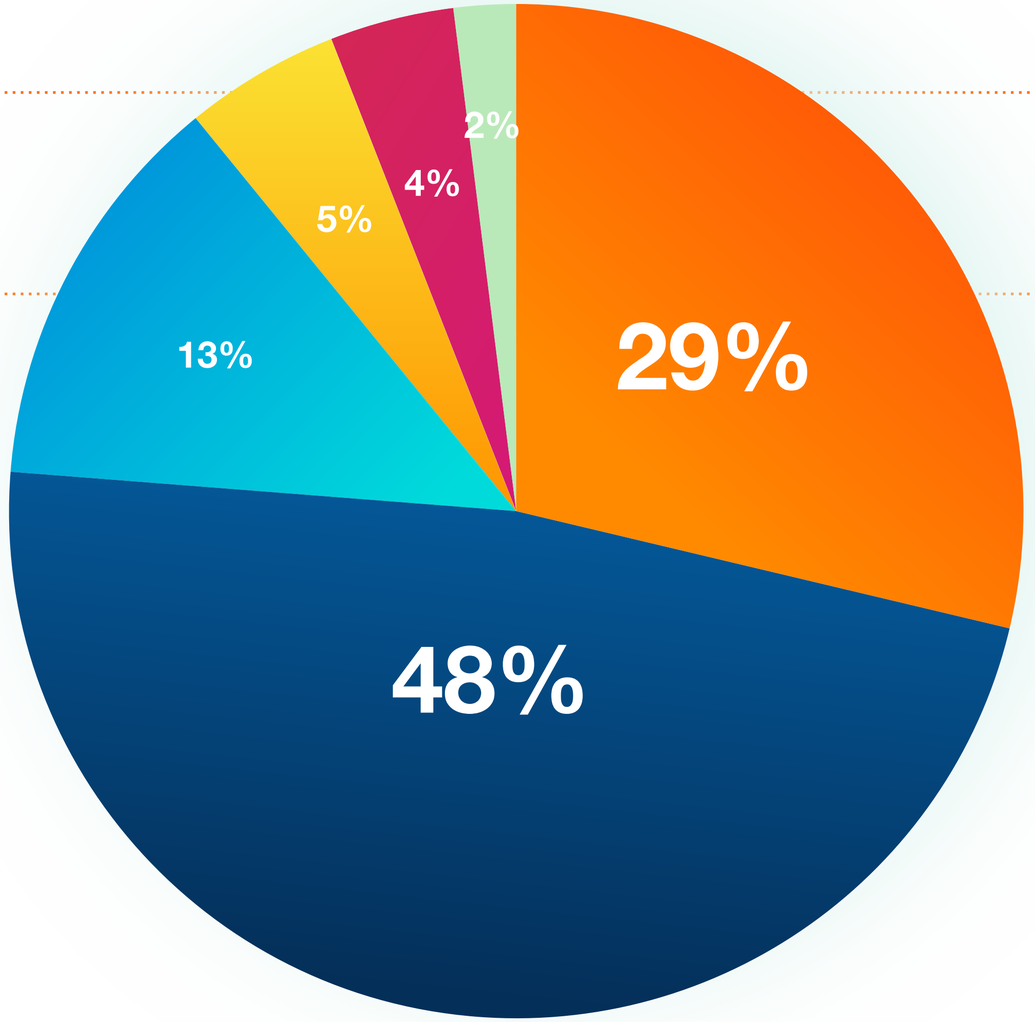
44% Male

From around the world

(Mainly USA, United Kingdom, Canada, Europe and Brazil)

Age group of respondents

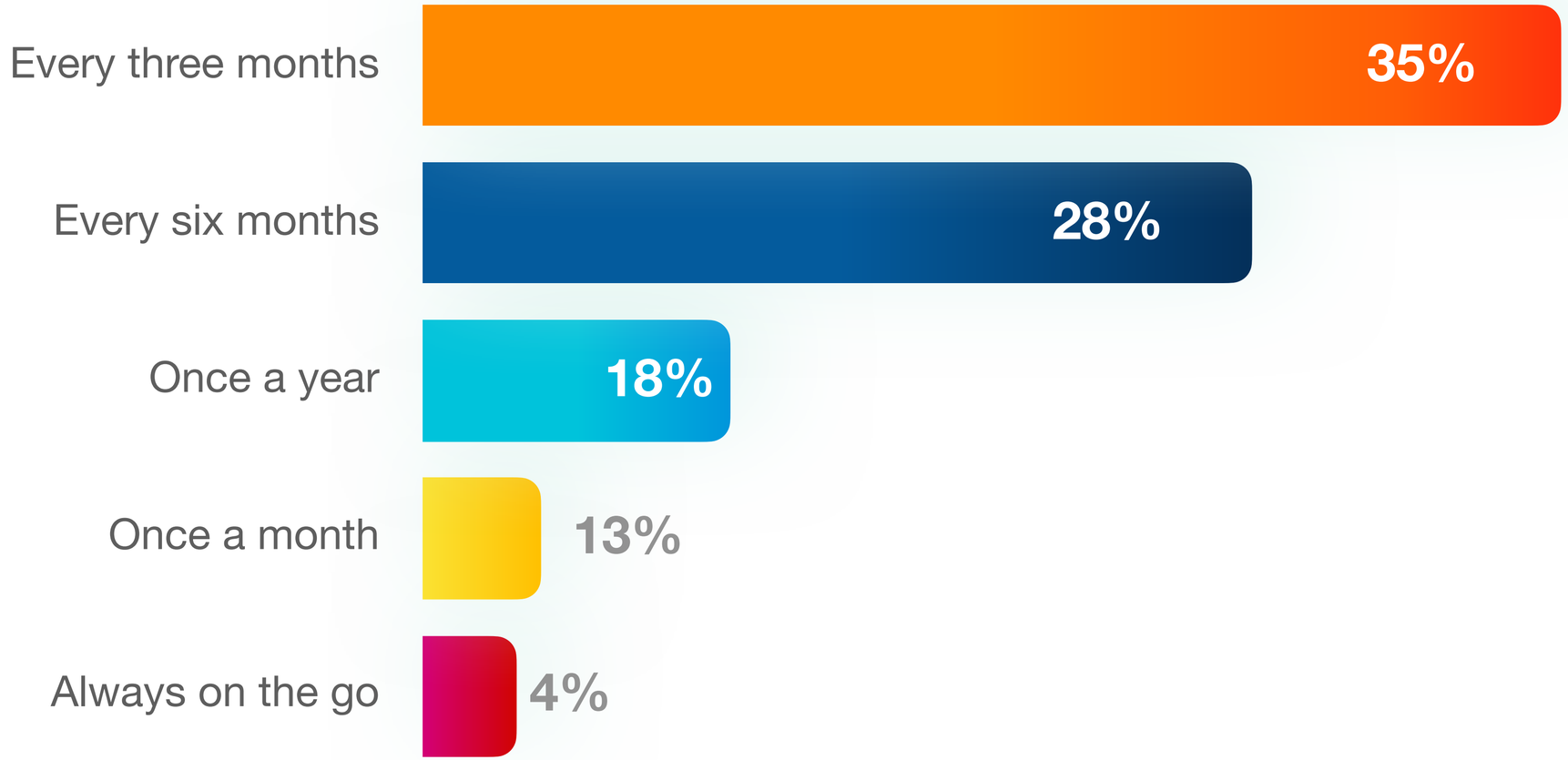
- 18-24 years **29%**
- 25-34 years **48%**
- 35-44 years **13%**
- 45-54 years **5%**
- 55-64 years **4%**
- 65+ **2%**



77%

of our respondents were between 18-34 years olds which are Millennials and Gen Z.

How often would you normally travel pre Covid-19?



Your next trip…

Have you started planning your next trip?

64%

36%

Once travel restrictions are lifted, will your next trip be abroad or in your country of residence?

63%

22%

15%

Do you know where you'll be heading first?

Roundup of main answers by CITIES

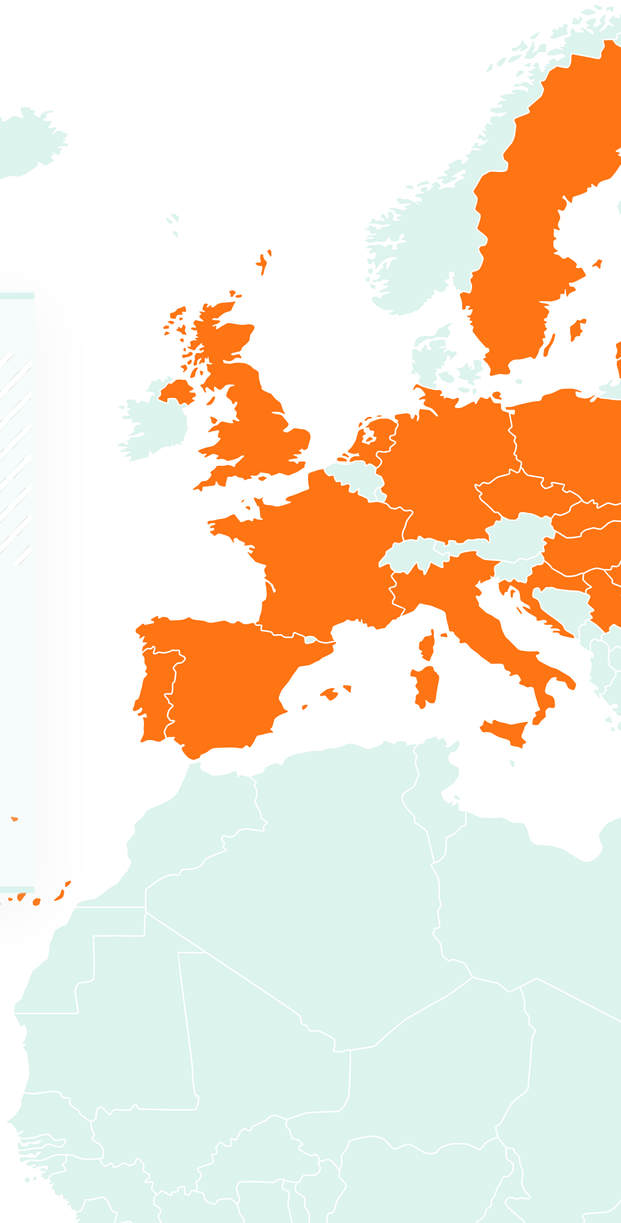
Europe in General

Top 10 cities

01. **Netherlands** (Amsterdam)
02. **UK** (London / Bath / Cornwall)
03. **Spain** (Barcelona / Madrid / Ibiza)
04. **Italy** (Rome / Tuscany / Milan)
05. **France** (Paris / South Region)
06. **Germany** (Berlin / Frankfurt)
07. **Greece** (Coastal Islands)
08. **Portugal** (Lisbon / Porto / Algarve)
09. **Israel** (Tel Aviv / Jerusalem)
10. **Eastern Europe** (Poland / Hungary)

Indicates where people are interested in travelling to once lockdown is over.

European cities seem to be most popular as well as the USA - and Israel. Southeast Asia isn’t as popular but still had a few entries

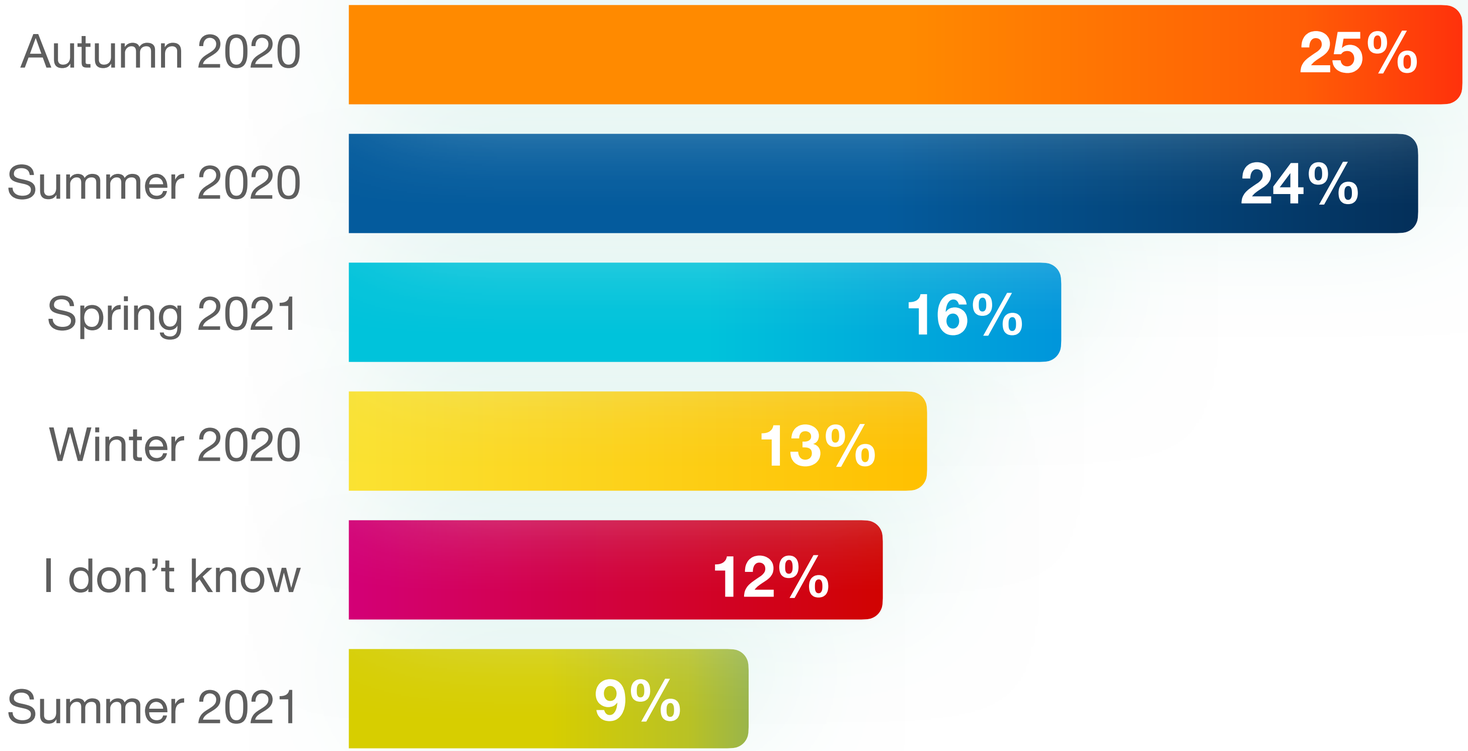


Do you know where you'll be heading first?

List of all countries/cities that were entered:

- Sweden
- Czech Republic
- Cyprus
- Greece
- Europe (multiple cities)
- UK
- Berlin
- Portugal
- Croatia
- Thailand
- Cambodia
- Budapest
- Israel
- New York
- Barcelona
- Bulgaria
- Scotland
- Ireland
- London
- Poland
- Amsterdam
- Italy
- Cape Town
- Japan
- France
- Spain
- Australia
- Indonesia
- Denmark
- Coast of Maine (US)
- South of Germany
- Drive through Europe
- Paris
- Argentina
- Ohio
- Maryland
- Switzerland
- Jordan
- Hungary
- Stockholm
- India
- Liverpool
- Hamburg
- Romania
- Ericeira (Portugal)
- Iceland
- Tel Aviv
- California
- Boston
- South of France
- Britain
- Lisbon
- Canada
- Zagreb
- Rome
- Nashville USA
- Quebec
- Netherlands
- Jerusalem
- Egypt
- Southeast Asia
- USA road trip
- Austria
- Victoria (BC)
- Madrid
- Eastern Europe
- Perth
- Malta
- Norway
- Oregon
- Chile
- Malaysia
- Abu Dhabi
- Montenegro
- Sicily
- Palermo
- Vienna
- Warsaw
- Oslo
- Prague
- Slovenia
- Venice
- Isle of Wight
- Saldenburg (Germany)
- Melbourne
- Mexico
- Japan
- Rotterdam
- Ukraine
- Belgium
- Albania
- Porto
- Mazama (Washington St)
- Frankfurt
- Seoul
- São Paulo (Brazil)
- Bali
- Texas
- Singapore
- Seville
- Namibia
- Canary Islands
- Miami, Florida
- Columbia
- Bratislava
- China
- Turkey
- Vietnam
- Tulum
- Buenos Aires
- Riyadh Saudi Arabia
- Estonia
- New Zealand
- French Alps
- Laos
- Kazakhstan
- Lebanon
- Mauritius
- Middle East
- Korea
- Georgia
- Virginia (USA)
- Philippines
- Chicago
- Costa Rica
- Florence
- Kentucky
- Dolomites
- Russia
- Cornwall
- Peru
- Uganda
- Fiji
- Odessa
- Morocco
- Sicily
- Naples
- Bulgaria
- Montana
- Serbia
- New Orleans
- Dubai
- Antwerp
- Central America
- New Mexico
- San Francisco
- Riga
- Kenya
- Bangkok
- Sarajevo
- Finland
- Cebu City
- South Korea
- Jamaica
- New Delhi
- Cuba
- Dominican Republic

When do you think you'll feel comfortable travelling again?

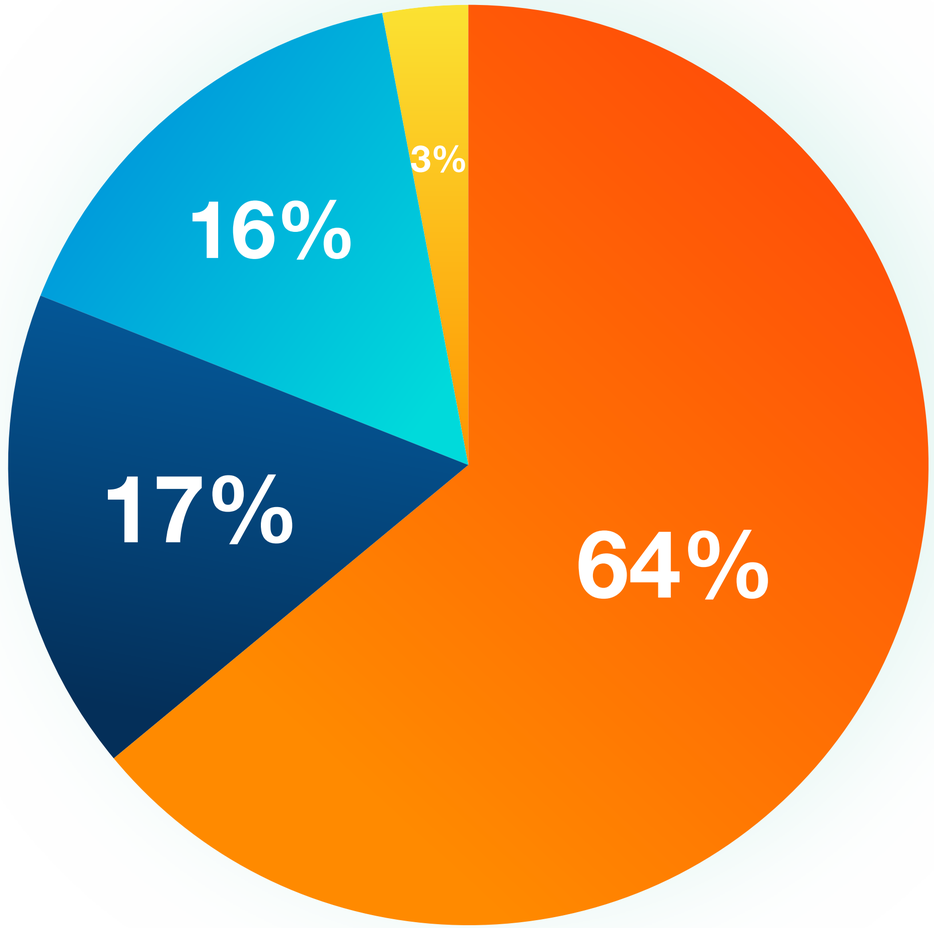


62%

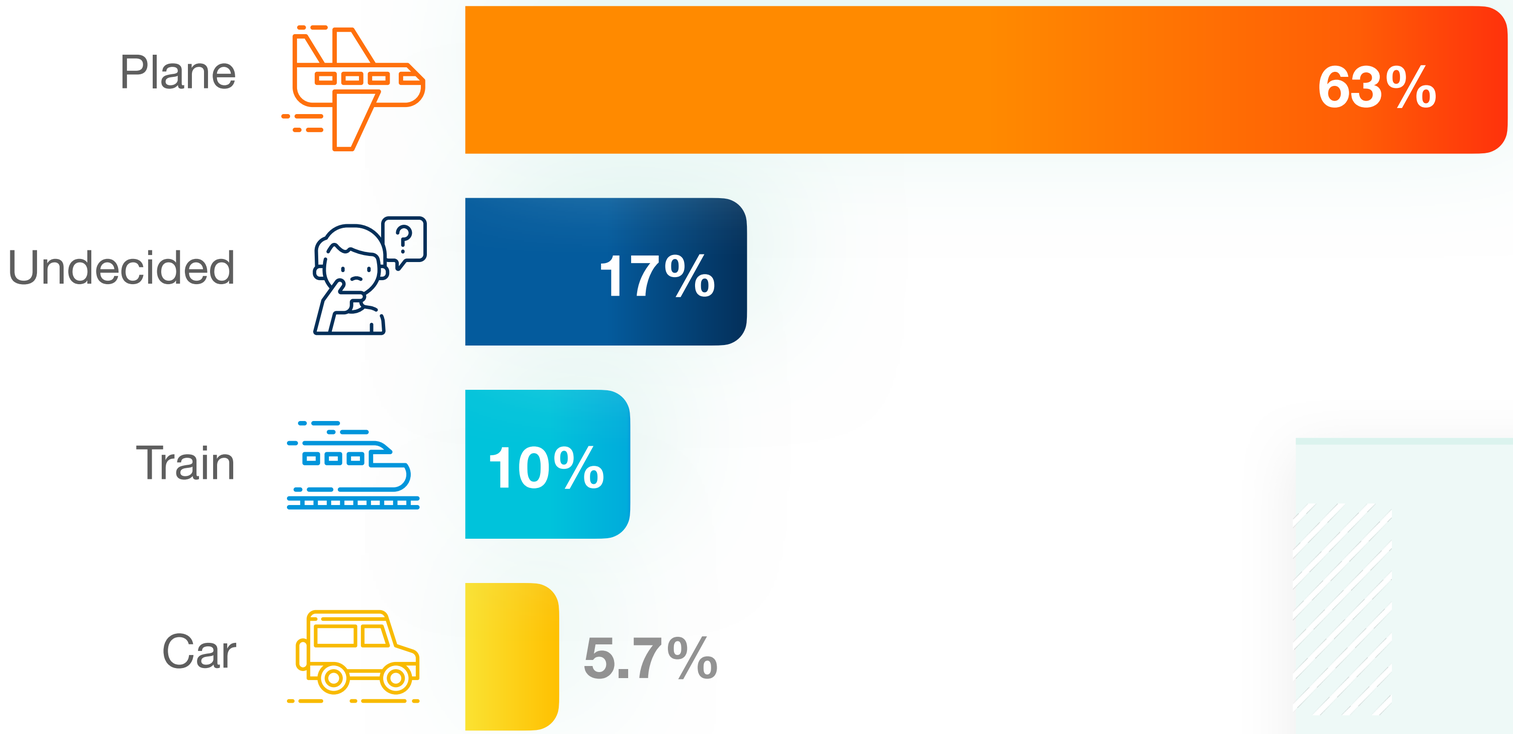
of respondents would be comfortable travelling this year (2020)

Once travel restrictions are lifted, will you travel more or less than you would have pre COVID-19?

I will travel the same amount	64%
I will travel less	17%
I will travel more	16%
I won’t be travelling for a while	3%



How do you think you will be travelling?



Ferry, bus and coach were not popular options

Who will you be travelling with?

On their own
-Rise of solo travel-

With friends

Significant other

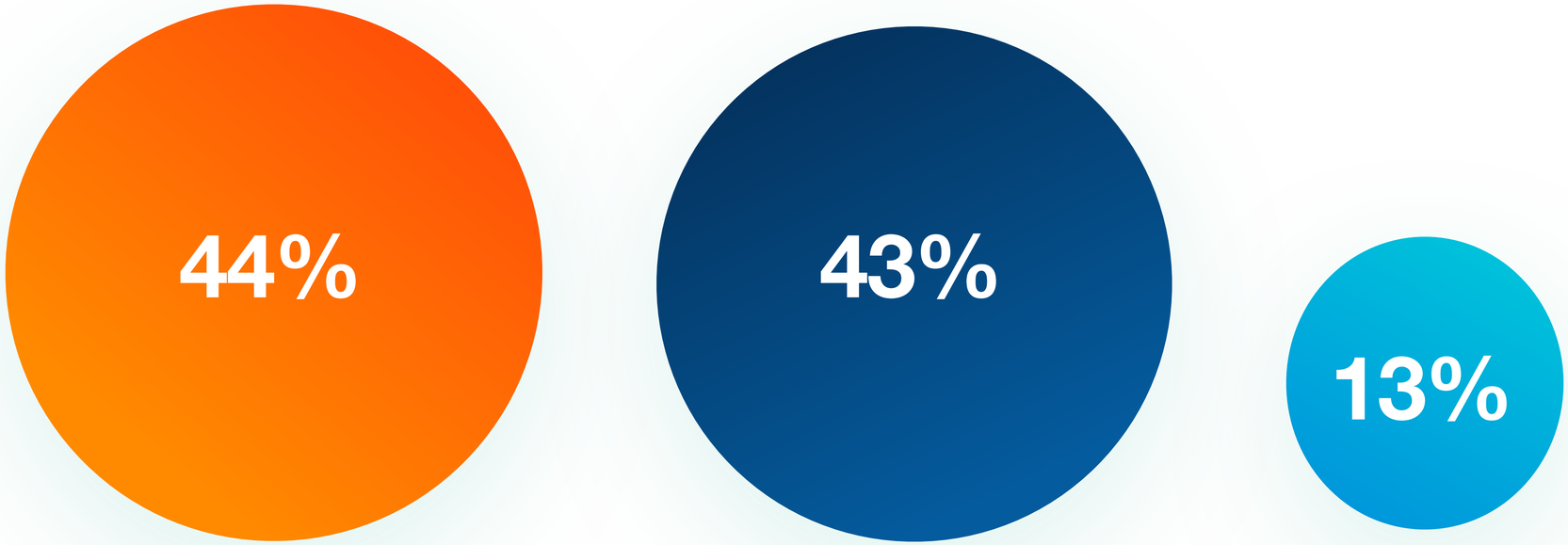
With Family

Interesting to see that the highest percentage of respondents were ones who said they'd travel solo

What changes do you think hostels will need to make before reopening safely?

- Hand sanitiser in dorms/ throughout hostels
- Staff / guests should wear masks
- Reduced occupancy in rooms / 50%
- Use top and bottom bunks only
- Better cleaning - Sanitise room after someone has left.
- Temperature checks and travel health questionnaires, potential isolation rooms
- Contactless check ins / keys
- Make check ins faster and with less communication and contact.
- Refrain from buffets / Takeaway breakfast boxes
- Visible health and safety procedures for staff and guests.

On your next trip would you prefer to stay in a dorm or private room?

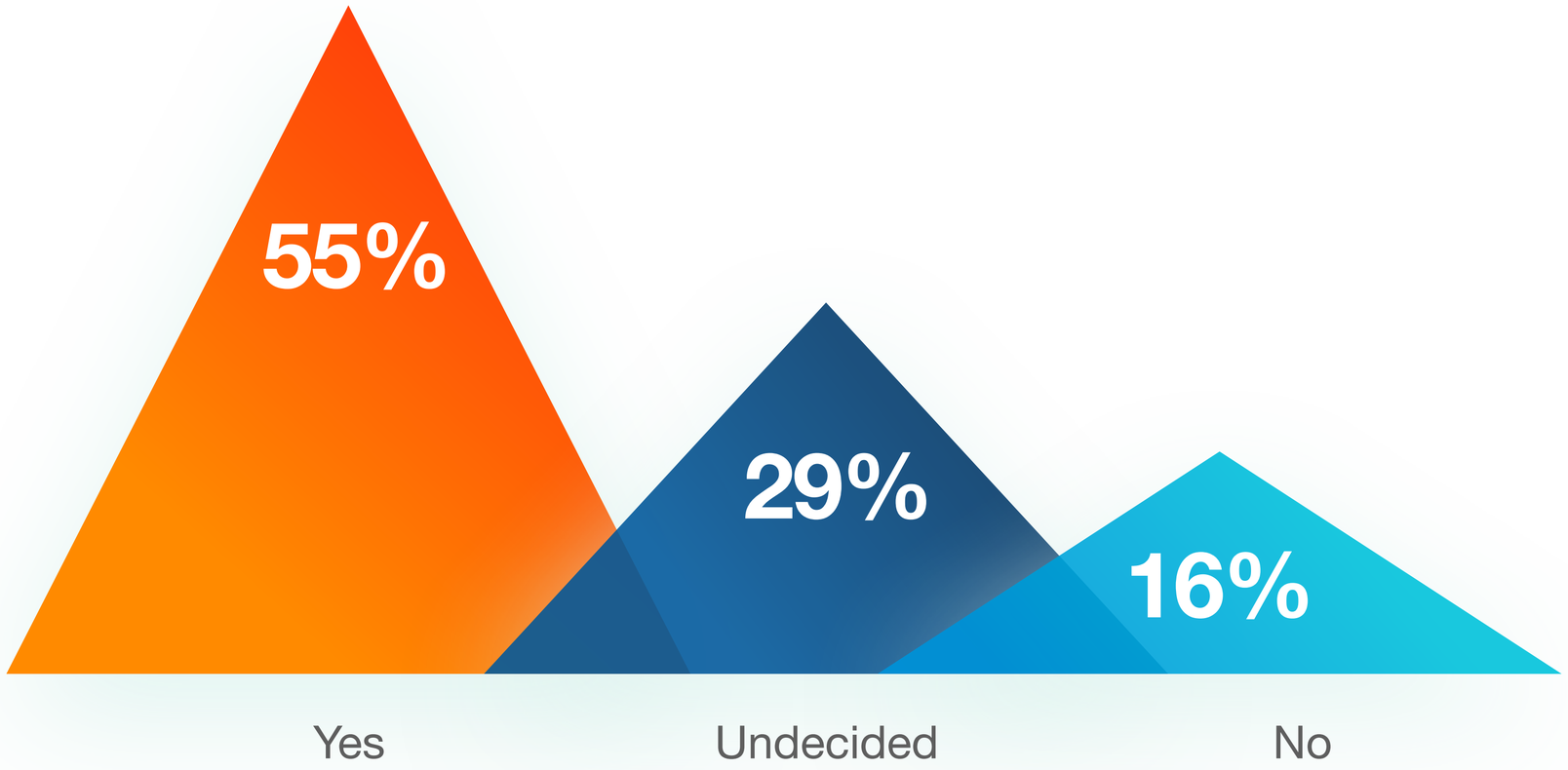


Private Room

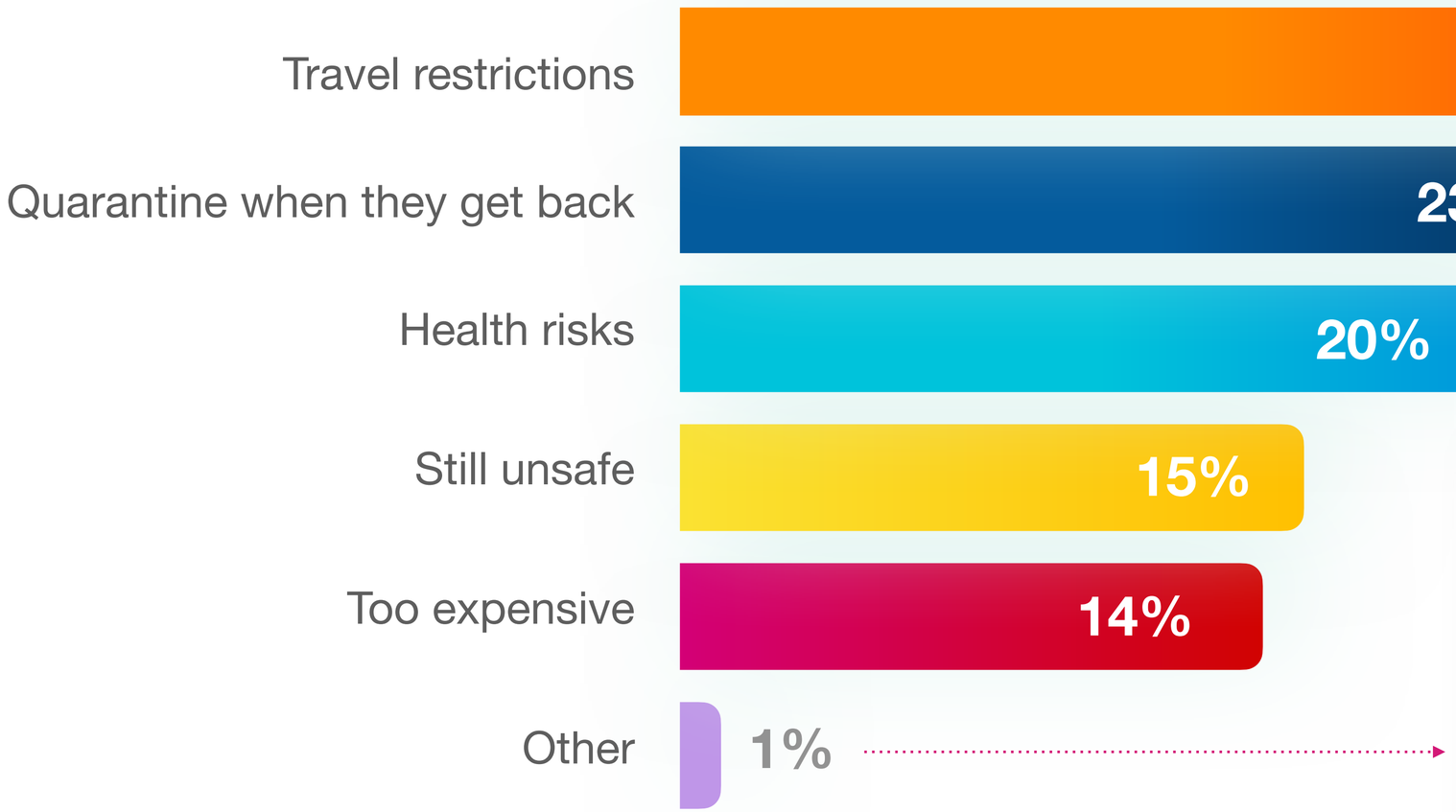
Depends on the dorm size and occupancy

Dorm

If a hotel was cheaper than a hostel, would you want to book this instead?



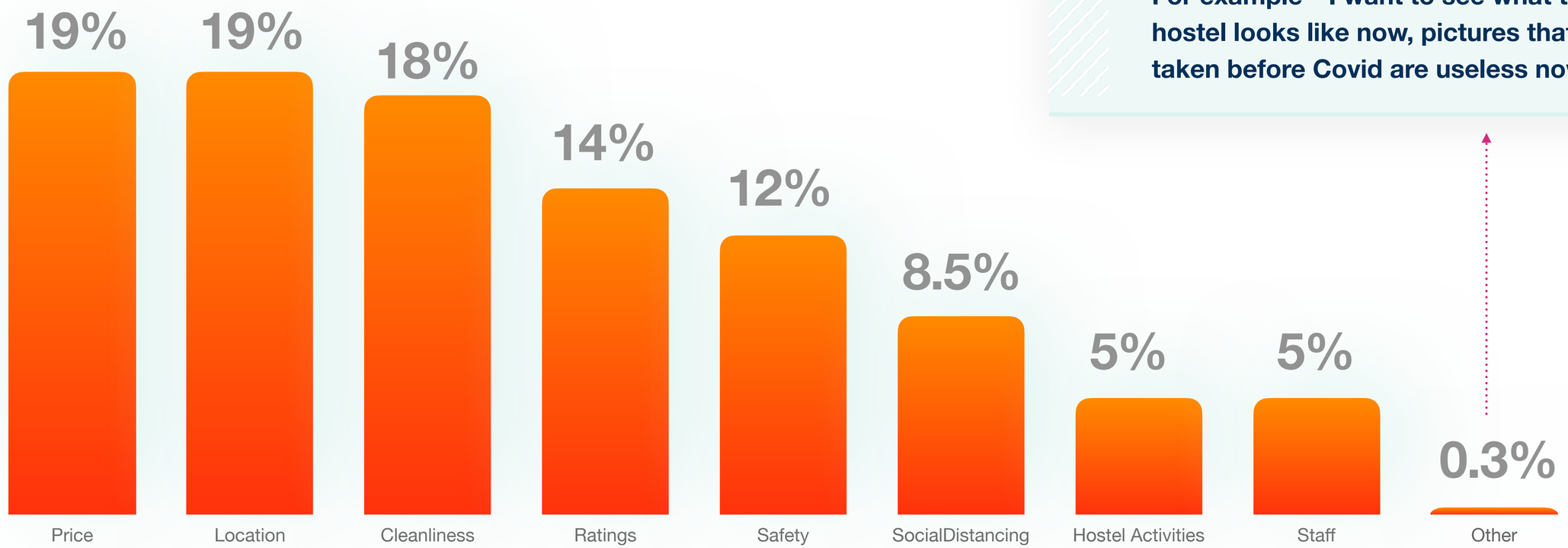
What are your main concerns about travelling again?



Other 1% included things like:

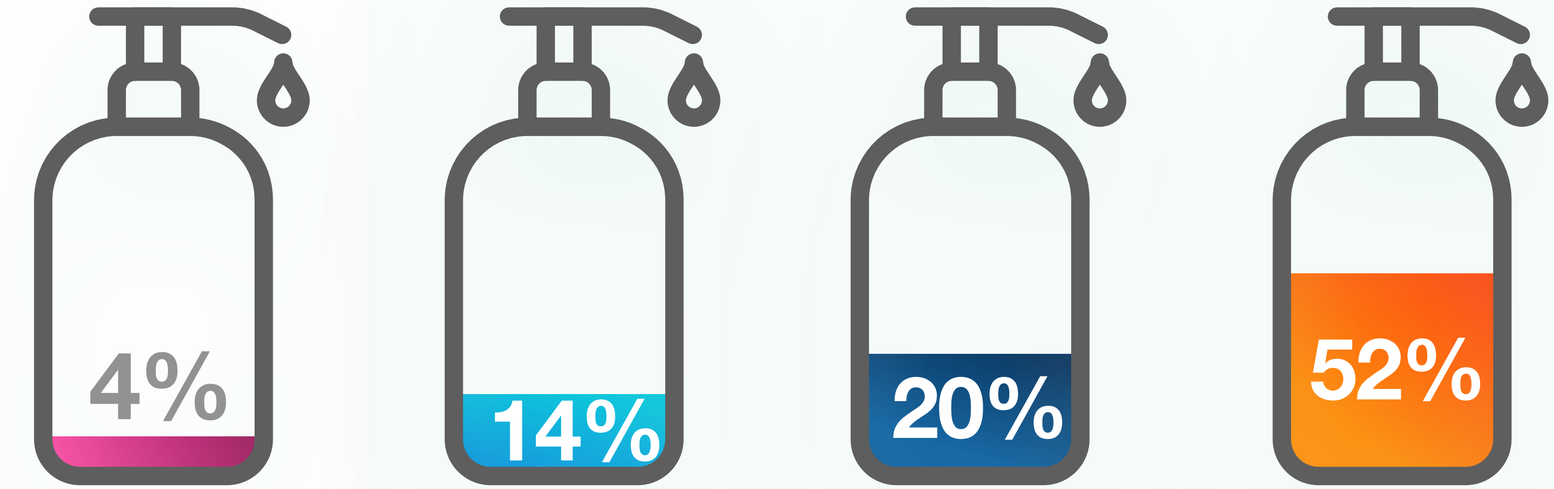
- Places won't be open when I travel
- Not enough vegan options
- People being irresponsible
- Bars / Restaurants shut
- Lack of fresh air in rooms
- Don't want connecting flights through panic-stricken places
- Other illnesses unchecked
- Insurance won't cover covid-19 costs
- Fear that locals won't welcome tourists
- Military occupancy
- Changes in how we enjoy travelling with social distancing in place
- Difficulty to come back home
- Sustainability

What will be the most important factors when you book accommodation? Tick all that apply



For example “ I want to see what the hostel looks like now, pictures that were taken before Covid are useless now”

How important is it in the following months after the travel bans are lifted that hostel/hotel staff wear masks and have access to hand sanitising products?



Not important | Important | Fairly Important | Very Important

86%

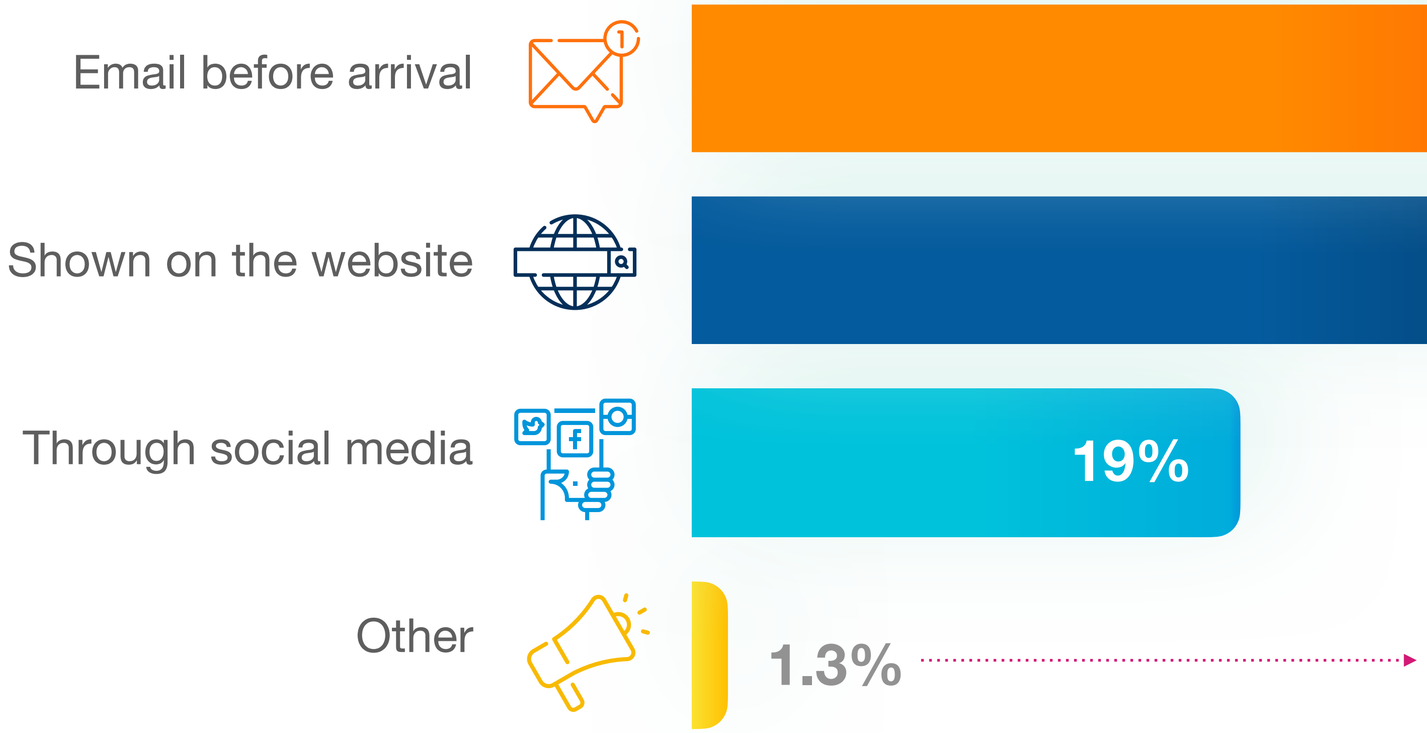
said it is important to them.

How important is it to see social distancing measures in place at venues, such as reception line distancing and spacing between seating in restaurant areas?

81%

said it was of significant importance to them.

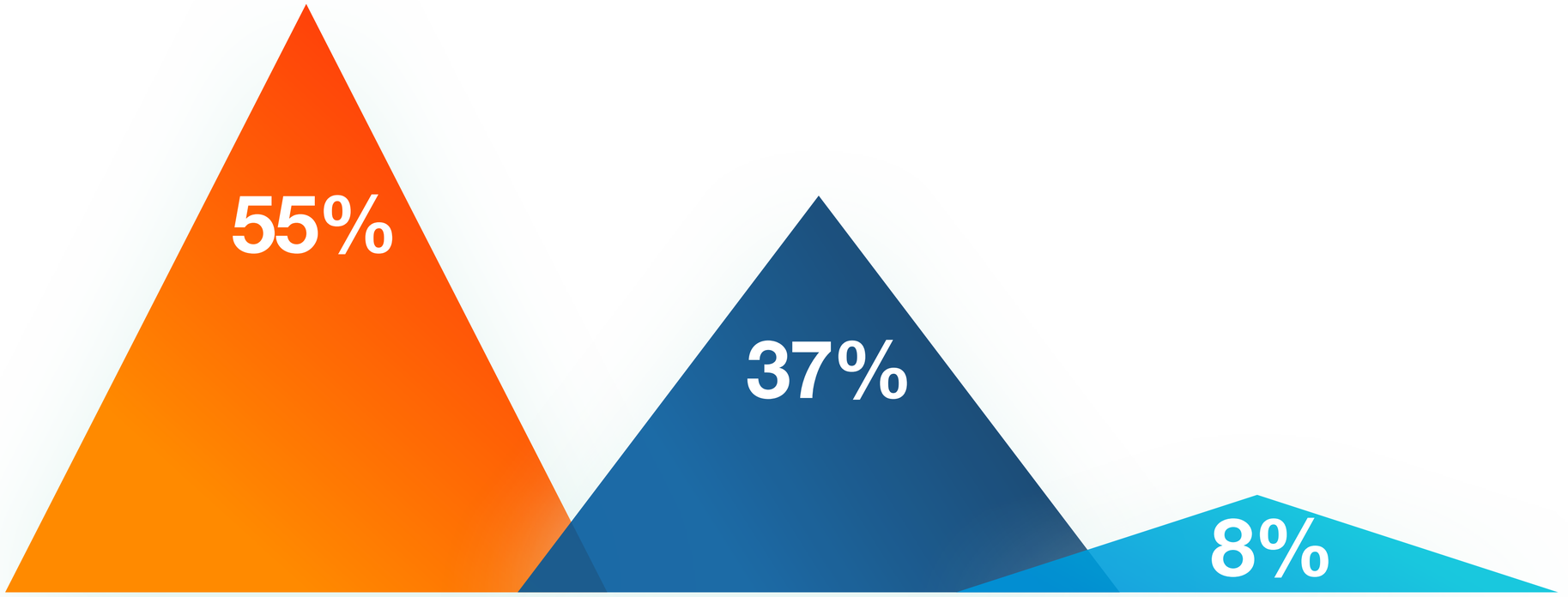
If hostels/hotels have set up new health & safety procedures, how would you want to find out?



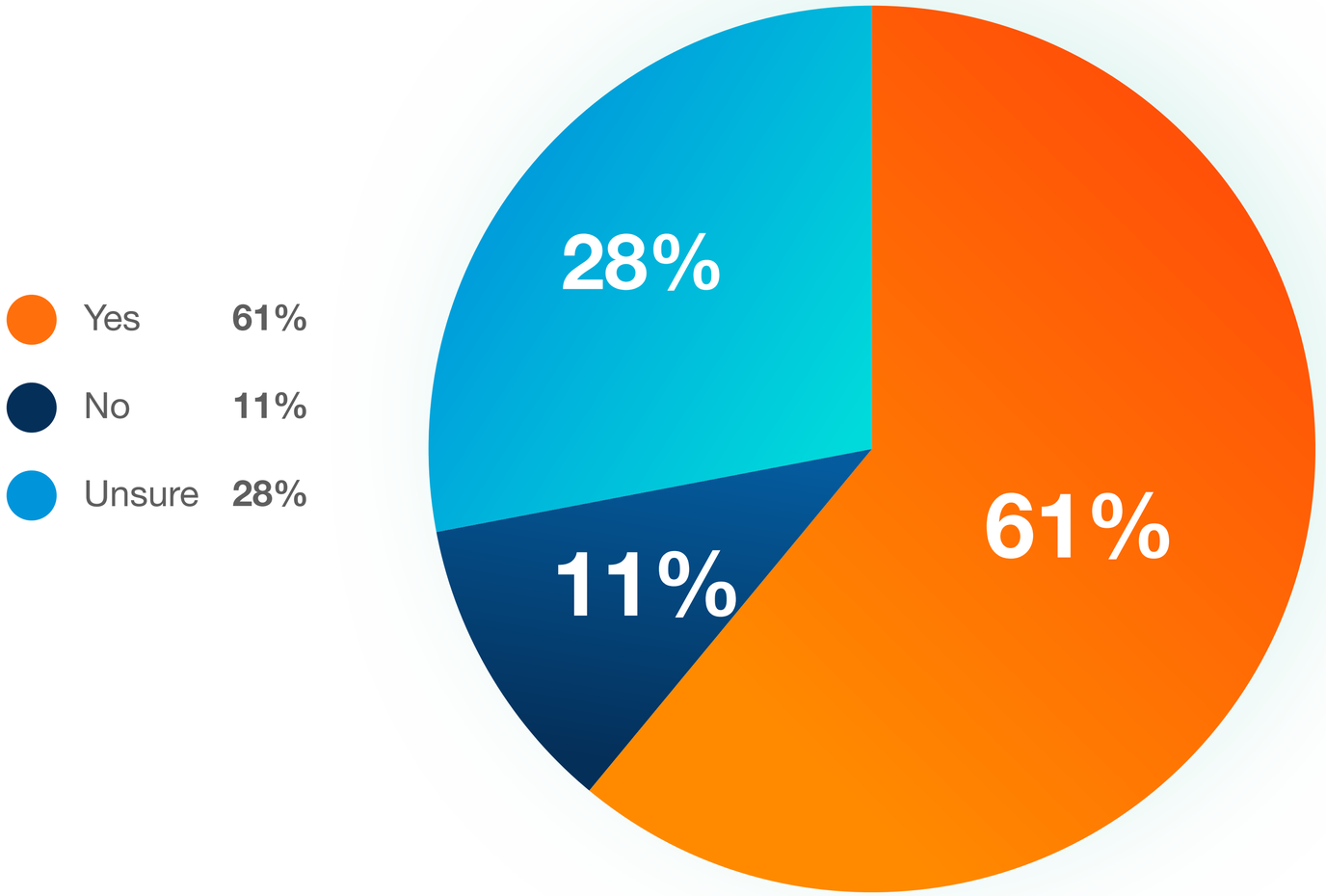
Includes:

- Given info at check-in
- During the booking process
- Posters in the lobby
- Through OTA's"

Will you be hesitant to join in on hostel/hotel activities, such as pub crawls, tours & social activities after the travel ban has been lifted?

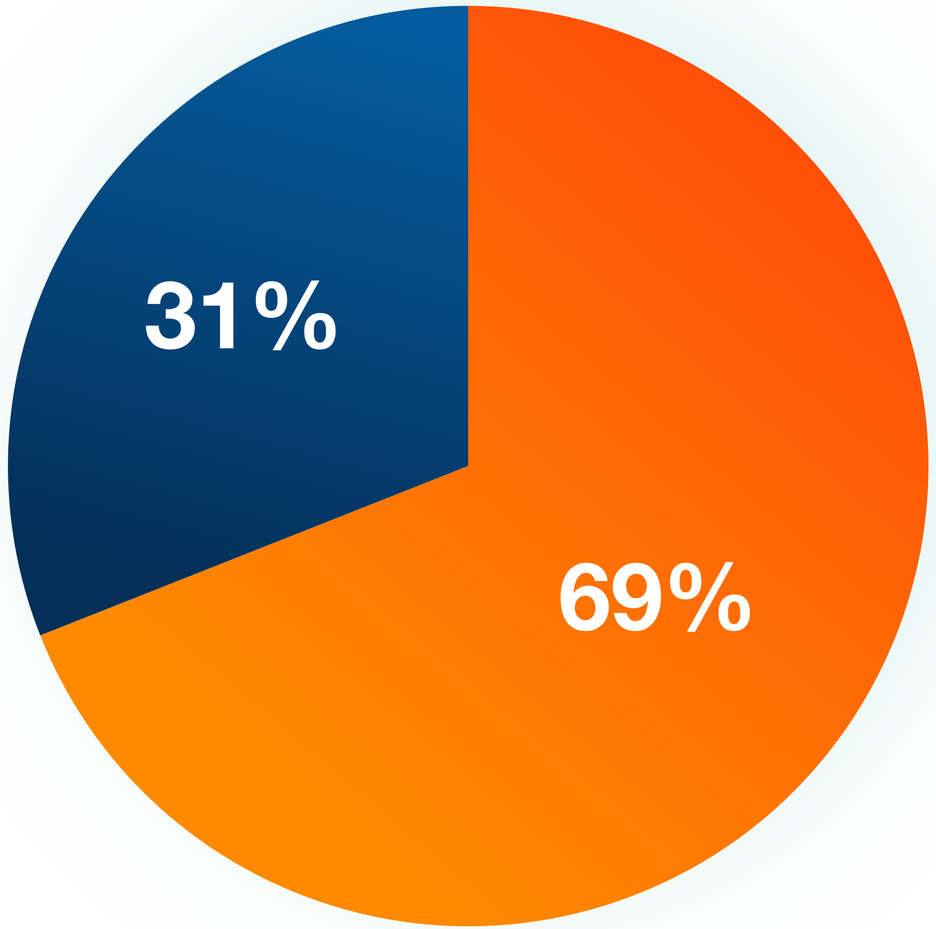


Will you be willing to visit countries that have been particularly affected by the pandemic?

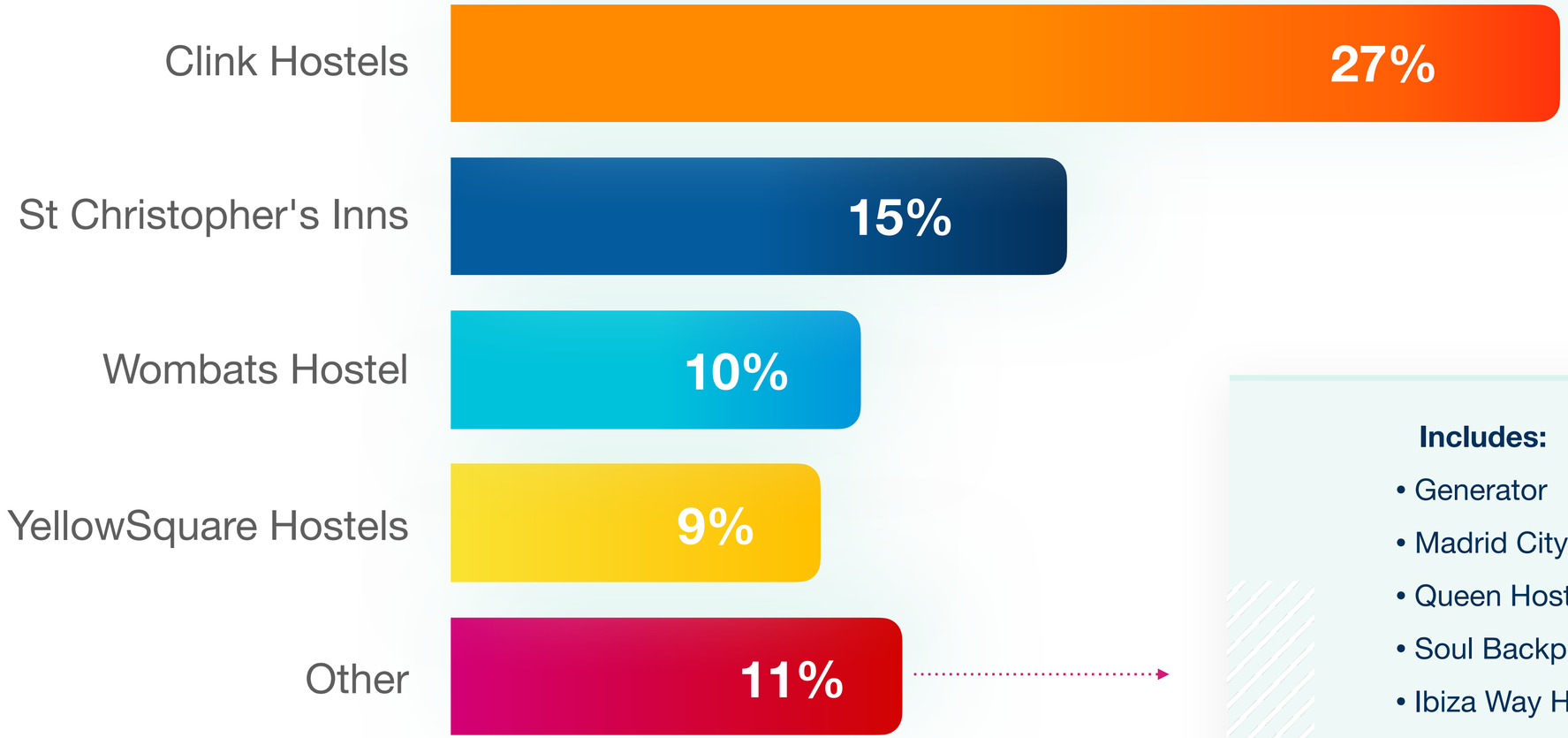


Did you cancel any trips due to the pandemic?

Yes	69%
No	31%



Have you ever stayed at any of these venues?



Includes:

- Generator
- Madrid City House Hostel
- Queen Hostel Milan
- Soul Backpackers
- Ibiza Way Hostel
- Copenhagen Backpackers
- City Backpackers Stockholm
- Bob Hostel Amsterdam
- And so many others

Thank you

ST CHRISTOPHER'S INNS BACKPACKER HOSTELS
Wombat's
CATS HOSTELS
PUBLOVE
CLINK HOSTELS
Abraham HOSTELS
ASTOR HOSTELS
HANS BRINKER
YELLOWSQUARE
MEININGER HOTELS
cph down town
EUROPE'S FAMOUS HOSTELS