

# FORESEEABLE FUTURE

*Advancements in technology have been making headlines for years, but how do travellers and buyers really feel about the future of travel?*



## BIOMETRIC BUY-IN

75% of travellers are willing to use biometric technology throughout their journey, but only if the use of biometrics would do the following:



Streamline customs and immigration	85%
Get through security without the use of other ID	85%
Check-in for flights	84%
Pull up their itinerary	79%
Board a plane without a boarding pass	75%

Source: OAG



Source: OAG



Source: Travelzoo

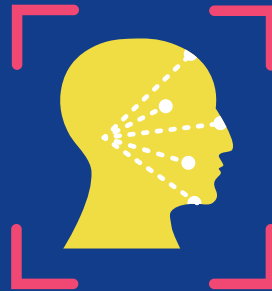
## EARLY ADOPTERS

Despite their trepidation, business travellers can see the value of technological advancements



- think supersonic, high-speed planes and trains will improve the travel experience
- would like to see direct bookings through blockchain-enabled sites
- foresee increased acceptance of payment methods such as Apple Pay, Google Wallet, Venmo and Wechat Pay
- see the value of artificially-intelligent travel booking and itinerary management systems
- would use in-flight or terminal-based virtual reality "try-before-you-buy" experiences
- believe robots will automate check-in, security, boarding and customer services

Source: 2,164 US travellers surveyed by OAG



## INVESTMENT IN THE FUTURE

63% of airports and 43% of airlines plan to invest in biometric ID management solutions in the next three years

Source: Biometrics for better travel: An ID management revolution, SITA

## THE POWER OF AI

Business travellers are already starting to see the application of AI to make the booking experience smoother

**73%**  
 SAY AI PREDICTS FLIGHT PRICING DURING THE BOOKING PROCESS

**60%**  
 SAY USING AI TO PREDICT FLIGHT CANCELLATIONS AND DELAYS WOULD BE USEFUL

**50%**  
 WANT TO SEE CANCELLATION PREDICTIONS AT THE TIME OF BOOKING

Source: OAG



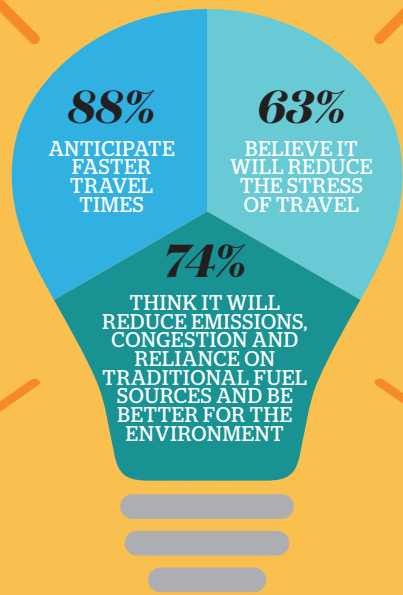
# 31%

of people expect Hyperloop trains to become the norm by 2030

Source: Travelzoo

## REAPING THE BENEFITS

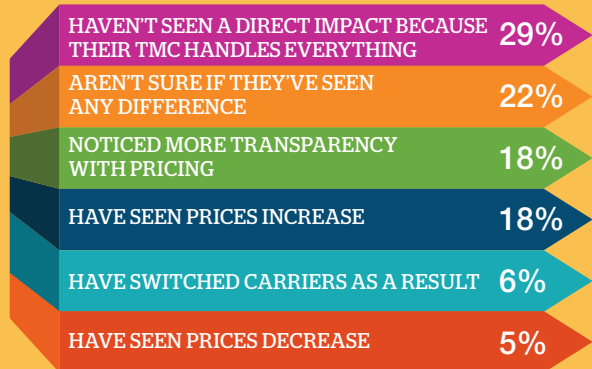
Many travellers believe future technology will have a positive impact on the world



Source: Travelzoo

## THE IMPACT OF NDC

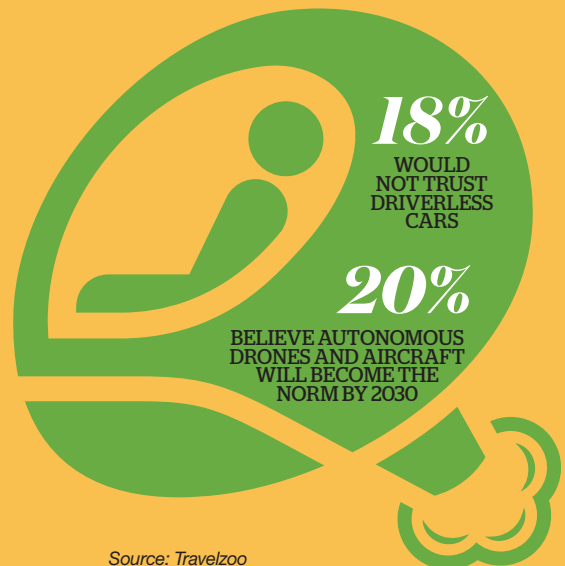
Travel buyers have seen a variety of effects since the introduction of NDC



Source: Business Travel Show

## HOLD YOUR HORSES

90% of more than 6,000 travellers surveyed say they're not ready for the future of travel



Source: Travelzoo

## DO BUYERS SEE NDC AS A GOOD THING?



Source: 243 buyers surveyed by Business Travel Show