

More than 50% of global destinations ease travel restrictions

More than half of the destinations around the world (53%) have now started easing travel restrictions introduced in response to the COVID-19 pandemic, reports the United Nations World Tourism Organization (UNWTO).

Though many remain cautious in view of the development of the pandemic, the seventh edition of the UNWTO “COVID-19 Related Travel Restrictions: A Global Review for Tourism” confirms the ongoing trend towards the gradual restart of tourism.

Analyzing restrictions up to September 1, the research found that a total of 115 destinations (53% of all destinations worldwide) have eased travel restrictions, an increase of 28 since July 19. Two have lifted all restrictions, while 113 maintain certain restrictive measures in place.

The COVID-19 Related Travel Restrictions report now includes key data on the health and hygiene infrastructure in place at destinations, while also analyzing rate of notifications of new COVID-19 cases. This allows UNWTO to determine the factors that are influencing destinations’ decisions to ease restrictions.

Destinations which have eased travel restrictions generally have high or very high levels of health and hygiene infrastructure. They also tend to have comparatively low COVID-19 infection rates.

Within advanced economies, 79% of tourism destinations have already eased restrictions. In contrast, just 47% of destinations with emerging

economies have done so.

And 64% of those destinations which have eased have a high or medium dependence on air as a mode of transport for international tourism arrivals.

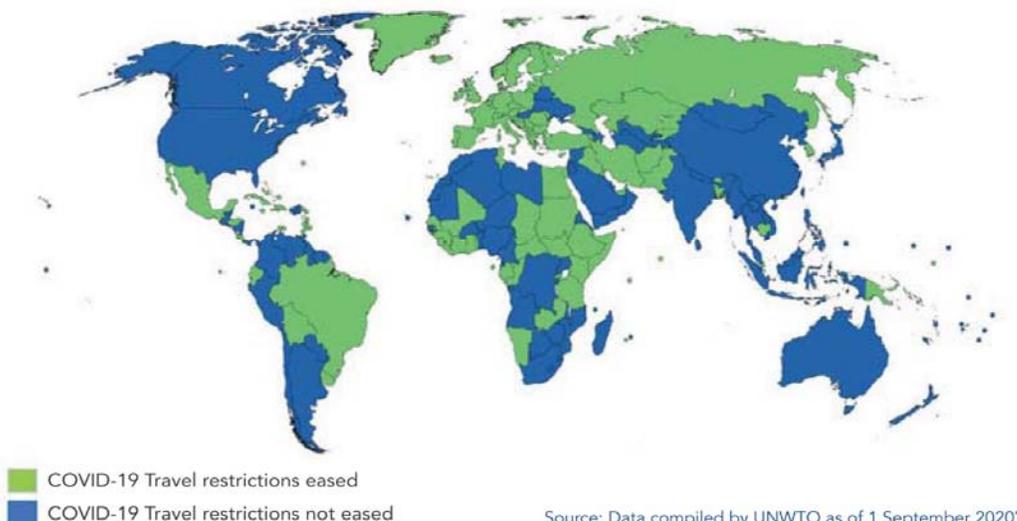
By regions: 44 destinations in Europe, including 25 out of 26 Schengen Member States, have eased travel restrictions; followed by 27 destinations in the Americas, including 18 Small Island Developing States (SIDS); 26 destinations in Africa; 13 destinations in Asia and the Pacific, including 5 SIDS and 5 destinations in the Middle East.

Nevertheless, the report shows that many destinations are extremely cautious about easing travel restrictions and some have passed severe measures in an attempt to keep their citizens safe. Globally, 93 destinations (43% of all worldwide destinations) continue to have their borders completely closed to tourism, of which 27 have had their borders completely closed for at least 30 weeks.

More than half of all destinations with borders completely closed to tourism are classified as being among the World’s Most Vulnerable Countries, including 10 SIDS.

More than half of destinations with full restrictions still in place are also highly dependent on aviation, with at least 70% of their tourist arrivals coming by air, causing significant connectivity impacts for their citizens and economies.

Figure 1 – Destinations that have eased COVID-19 related travel restrictions as of 1 September 2020



CDFG partners with TFWA for China Reborn online event

TFWA welcomes the China Duty Free Group (CDFG) as an official partner for the upcoming ‘China Reborn’ online event.

The virtual conference, which will take place Dec. 1-3, is also supported by APTRA -- the Asia Pacific Travel Retail Association. The event will focus on the leading role the Chinese market is playing in the recovery of the global duty free & travel retail industry.

Powered by Tencent Cloud through its online conference solution Tencent Cloud Conference (TCC), the event will feature rich webinar content including an exploration of the latest market developments and travel data. It will also offer an opportunity to hold online meetings with industry decision-makers via TFWA’s ONE2ONE service, reports TFWA.

Registration for the event and ONE2ONE service will open in October. *“TFWA and APTRA are thrilled to be joined by such a prestigious partner for our China Reborn event. CDFG plays a pivotal role in the Chinese market and is central to the global recovery of the duty free & travel retail industry. We are grateful for the support of CDFG which will help make this a must-attend event for all companies with an interest in China and in selling to Chinese travelers.”*

TFWA President, Alain Maingreud

“APTRA is very pleased to support this initiative and encouraged by the response from retailers and other industry stakeholders so far. China, and the wider Asian market, has a vital role to play in the recovery of our industry, and this event will help participants understand the positive changes that are driving the market forward despite the challenging global context.”

APTRA President Sunil Tuli

More information about the event and further detail on how to register will follow.



Americas: regional airports win ACI Health Accreditation

Boston Logan, Toronto, Miami lead the way in North America

Airports in the U.S., Canada and Mexico are leading the rush to obtain ACI's Airport Health Accreditation, which are designed to promote the harmonization of health measures and facilitate the recovery of aviation, with clear industry standards and good practices.

Boston Logan International Airport, operated by the Massachusetts Port Authority (Massport), was the first North American airport to be accredited under the [Airports Council International \(ACI\) Airport Health Accreditation program](#), it was reported on Sept. 3.

On Sept. 10, **Toronto Pearson International Airport**, operated by the Greater Toronto Airports Authority (GTAA), announced that it had become the first Canadian airport to be accredited under the program.

On Sept. 14, one day before its 92nd birthday, **Miami International Airport** announced that it, too, had been accredited under the Airports Council International (ACI) Airport Health Accreditation program.

The accreditation is based on evidence that these airports are following best practices and have implemented key measures to prevent further spread of COVID-19.

ACI's Airport Health Accreditation program assists airports by assessing new health measures and procedures introduced as a result of the COVID-19 pandemic in accordance with ICAO Council Aviation Recovery Task Force recommendations. Areas of assessment for accreditation include cleaning and disinfection, physical distancing (where feasible and practical), staff protection, physical layout, passenger communications and passenger facilities.

"Since the start of the COVID-19 pandemic, North American airports have taken unprecedented steps to ensure the health and safety of passengers and airport workers," said ACI-NA President and CEO

Kevin M. Burke, as he recognized Boston Logan International Airport as the first U.S. and North American airport to achieve their Airport Health Accreditation.

Deborah Flint, President and CEO, GTAA, says that Toronto Pearson has adopted a five-point 'Healthy Airport' commitment, which "encompasses everything from making passenger and employee health our top priority and working diligently with government and industry partners to communicating transparently and ensuring that our approach is innovative, aligned with industry standards and best in class by utilizing the latest processes and technologies."

"From the onset of the pandemic, our highest priority at MIA has been to exceed industry best practices and implement every measure possible to protect the wellbeing of our customers and employees," said Lester Sola, MIA Director and CEO. "Accreditation from a global industry leader like ACI, after undergoing its rigorous evaluation process, should provide a high degree of reassurance to our passengers that they can fly safely through MIA."



Two U.S. airports receive ACI Airport Health Accreditation.

Top: Miami International Airport.

Bottom: Boston Logan International Airport

All 14 airports in GAP Group win AHA accreditation

For Latin America, Mexico-based Grupo Aeroportuario del Pacífico (GAP) is the first airport group in the world to successfully accredit all its airports in the AHA program, it was announced on Sept. 10.

One airport in the GAP Group, Los Cabos International, was the second in the world and the first in Latin American and Caribbean to be accredited in the ACI Airport "GAP becomes the first Airport

Group in the world to demonstrate that all its airports have successfully implemented their health measures in accordance with the recommendations of the ICAO CART and aligned with the best practices of the industry," said Rafael Echevarne, Director General of ACI-LAC.

GAP operates 12 international airports in Mexico and two in Jamaica, serving more than 300 destinations through 35 airlines. In 2019, GAP served 48.7m passengers, 8.4% more than in 2018.

Speaker line-up unveiled for Virtual Travel Retail Expo

The Moodie Davitt Report has announced the agenda for the symposium component of the Virtual Travel Retail Expo, which is taking place on October 12-16, 2020.

The Symposium Theatre and Workshop Room in the Expo's Knowledge Hub will play host each day to a selection of keynote addresses and panel sessions on key topics around the theme of "Road to Recovery."

The symposium will begin with a day one line-up featuring key decision-makers from travel retail and aviation, including **Charles Chen**, President, China Duty Free Group; **Julián Díaz**, CEO, Dufry Group; **Sunil Tuli**, President, APTRA & Group Chief Executive, King Power Group (Hong Kong); **Akbar Al Baker**, Chief Executive, Qatar Airways Group; **Karen Chan**, CEO, AirAsia.com; **Philippe Schaus**, Chief Executive Officer, Moët Hennessy; and **Colm McLoughlin**, Executive Vice Chairman & Chief Executive Officer, Dubai Duty Free.

Day one will also present a preview of the finalists line-up in the inaugural QDF Factor, led by **Thabet Musleh**, Vice President Operations, Qatar Duty Free, with the winner revealed on Friday, Oct. 16.

The rest of the five-day program features a range of presentations, panel sessions and Q&As with a diverse group of luminaries from across the Trinity as well as experts and thought-leaders from outside the industry.

The full symposium program as well as details on all speakers can be found at: <https://virtualtrexpo.com/knowledge/>

Since being announced in April, Virtual Travel Retail Expo has drawn significant support from the industry. The Exhibition Hub will feature 122 stands and suites from companies in every major sector of Travel Retail. Collectively thousands of brands will be presented to visitors, supported by pre-booked and walk-up virtual meetings.

Visitors can register at <https://virtualtrexpo.com/registration-2/>

Virtual TRAVEL RETAIL EXPO 2020

Salt Lake City Airports opens the first phase of The New SLC

The Salt Lake City Department of Airports (SLCDA) opened the first phase of The New SLC Airport on September 15.

Described by Bill Wyatt, SLCDA executive director as the “first new hub airport built in the U.S. in the 21st Century,” phase one of the \$4.1 billion airport project features a new parking garage, gateway center, central terminal and Concourse A-west. Delta Air Lines will occupy the 25 gates in Concourse A-west, including six international gates.

At the end of October, Concourse B-west will open with 20 gates for Alaska, American, Frontier, JetBlue, Southwest and United airlines.

Among the highlights of the state-of-the-art airport are 45 concessions—21 restaurants and 24 stores—in the Terminal and Concourse A-west—all with street pricing.

Nine of the restaurants and 12 stores have so far opened in Concourse A-west.

HMSHost has opened five new dining options at the New SLC. All of the options reflect SLC’s “Fly Healthy Promise,” that includes enhanced health and safety protocols throughout the new airport and extending into dining and retail.

The HMSHost dining choices include fresh seafood and steaks from local Salt Lake City favorite **Market Street Grill**. HMSHost operated a Market Street Grill at the original SLC International Airport and looks forward to the brand’s return.

California Pizza Kitchen, two **Starbucks** locations and **Shake Shack** round out the global restaurateur’s other offerings at the new facility.

Hudson opened four new stores at SLC as part of the eight-year contract it was awarded in 2018. When the redevelopment program is complete, Hudson will operate 13 new stores covering a footprint of nearly 6,000 incremental square feet.

The stores will include a customized portfolio of popular local brands and national and international concepts.

One of the four stores opened this week is located pre-security and three post-security.

“The opening of the new terminal and concessions at Salt Lake City International Airport is an important event because it represents our collective efforts as an industry to rebuild stronger than ever after COVID-19,” said Roger Fordyce, Chief Executive Officer of Hudson. “Together with our partners at the SLCDA, our four new stores incorporate the highest level of safety SLC travelers are looking for without sacrificing the culture, spirit and ingenuity the capital city is known for.”

The first four stores are travel essentials shop **Hudson**; **Land Speed Depot by Hudson**, inspired by speed enthusiasts’ yearly visit to Bonneville Salt Flats in Utah to break the land speed record; **Central Pointe Market**, a locally-inspired travel convenience concept reflecting Salt Lake City’s Trolley Square architecture.

The fourth store is **Salt Lake City Dufry Shopping**, a travel retail store where domestic passengers will be able to shop for an



assortment of cosmetics and fragrances, fashion accessories and confections. International passengers will also be able to purchase a high-end selection of tobacco products, wines and spirits.

Each of Hudson’s new stores have been retrofitted with social distancing in mind, including the presence of self-checkout at two stores, and boast an extensive selection of PPE offerings from Hudson’s proprietary “Traveler’s Best” product line.

Paradies Lagardère also opened its first five new stores at SLC: Hip & Humble, Tripadvisor, @CNBC, No Boundaries and KSL Featuring The Kings English Bookshop.

Prior to the pandemic, SLC recorded more than 26 million passengers in 2019, in an airport that was built for 10 million passengers.

The new facilities meet LEED Gold Certification, which includes converting all airline ground service equipment to electric, and using natural light to help achieve the airport’s energy goals.

The new concourses are designed in a parallel configuration—compared to the current pier layout—which will eliminate aircraft bottlenecks and idling, so airlines are able to get their planes to the gate and back in the air quicker.



Hudson’s New Stores at Salt Lake City International Airport in Concourse A: Hudson, Salt Lake City Dufry Shopping, Land Speed Depot by Hudson and Central Pointe Market.

Marshall Retail Group opens sophisticated men's store The Dean at LGA



The Dean at LaGuardia Airport's new Terminal B Arrivals and Departures Hall offers a sophisticated collection of men's fashions and accessories.

The 2020 Fragrance Foundation Awards celebrate highlights of an industry adapting to change

In a welcome touch of normalcy, The Fragrance Foundation bestowed its coveted awards on a slew of deserving new perfumes and their creators last week. In a bow to the pandemic, the 2020 Fragrance Foundation Awards were an all-digital event hosted by TFF president Linda G. Levy and stunning model Maye Musk, assisted by such notables as Cher and Lionel Richie.

Among the highlights of an event studied with recognition, **Editions de Parfums Frederic Malle**—celebrating its 20th anniversary this year—won for Fragrance of the Year Hall of Fame for its classic scent *Musc Ravageur*. The brand is owned by The Estée Lauder Companies.

Although it was a celebration of the industry, the event directly addressed the challenges posed by the COVID-19 pandemic and social upheavals in the U.S. and Levy announced the foundation's new Diversity, Equity and Inclusion initiative, among other measures. In a very nice personal touch, the presenters also discussed what fragrance means to them.

Other key 2020 Fragrance Foundation winners included:

Fragrance of the Year – Women's Luxury: *YSL Libre Eau de Parfum*, YSL; Women's Prestige: *Lancôme Idôle*, L'Oréal; Men's Luxury: *Dior Sauvage Parfum*, LVMH; Men's Prestige: John Varvatos *JVxMJ Silver Edition*, Revlon;

Universal Luxury: *Byredo Sundazed*, BYREDO; and Universal Prestige: *Gucci Mémoire d'une Odeur Eau de Parfum*, Coty.

Breakout Star went to *Carolina Herrera Good Girl Eau de Parfum*, from Puig.

Packaging awards went to *Eau de Juice Pure Sugar*, from Luxe Brands in partnership with Cosmopolitan; *K by Dolce & Gabbana*, from Shiseido, and *Gucci The Alchemist's Garden The Eyes of the Tiger*, Coty (in the Universal category).

Media Campaign awards went to *Gucci Guilty* and *Paco Rabanne 1 Million: Million Nation*.

In the **Consumer Choice Awards** category, *Boss Bottled Infinite*, from Coty won in the men's category; *Marc Jacobs Daisy Love Eau So Sweet*, from Coty, won in the Women's Prestige category; and *Cher Eau de Couture*, by Scent Beauty won in the Women's Popular category.

To see the full list of winners and view the webinar, please click here. <https://fragrance.org/awards/>

Nominations for the 2021 TFF Awards will open in December 2020 and be available on TFF website. Each category has specific criteria which will be clearly stated when nominations open.

Congratulations to all of the winners.

Lois Pasternak

Marshall Retail Group opened its newest, 5,000-square-foot retail space, a fashion-forward men's emporium called The Dean, inside LaGuardia Airport (LGA) Terminal B on Sept. 1, 2020.

Located inside the Terminal B Arrivals and Departures Hall, The Dean's mix of ready-to-wear, luxury travel essentials and gifts creates an inviting atmosphere for sophisticated travelers in search of tailored travel solutions, says the company.

Marshall Retail Group, which is owned by WHSmith, says that it has designed The Dean to meet the specific needs of the modern LGA passenger. Offering a one-of-a-kind shopping experience, The DEAN features bespoke products from popular brands such as BOSS, Herschel, Kiehl's, Mizzen + Main, Shinola, TUMI, Vince Camuto, and more.

The innovative retail space offers an assortment of high-end men's grooming and skin care accessories including pre-shave oil, shaving cream, after-shave balm and full-size shaving kits from The Art of Shaving.

"The Dean's sophisticated store design provides travelers a refreshing shopping experience," said Michael C. Wilkins, CEO of Marshall Retail Group. "Every detail of the 5,000-square-foot showroom offers guests the opportunity to discover an unparalleled selection of stylish gifts and world-class amenities."

"The opening of The Dean will provide passengers with yet another incredible shopping experience as they travel through the brand new Terminal B Arrivals and Departures Hall," said Stewart Steeves, CEO of LaGuardia Gateway Partners, the manager and developer of LaGuardia's Terminal B.

BREAKING NEWS

Florida Senators propose Set Sail Safety Act to reopen cruising

U.S. Senators from Florida Marco Rubio and Rick Scott have introduced the Set Sail Safety Act to expedite cruises resuming from the United States.

The proposed bill would establish a Maritime Task Force, in coordination with a Private Sector Advisory Committee, to address the health, safety, security, and logistical changes needed to allow for cruise lines and ports to resume operations.

Currently, cruise lines are under a No Sail Order until September 30, 2020, amid the coronavirus pandemic.

The Set Sail Safety Act would require the federal government, under the direction of the U.S. Department of Homeland Security, to work together with the private sector to develop a plan for the safe resumption of cruise line operations.

The Maritime Task Force would include representatives from several federal agencies, including the U.S. Department of Homeland Security, Customs and Border Protection, U.S. Coast Guard, Health and Human Services, Department of Transportation, Department of State and the Federal Maritime Commission.

Private Sector stakeholders would include representatives from the passenger cruise line industry, U.S. ports, commercial fishermen, small businesses and health professionals.

The proposal is strongly endorsed by CLIA, the American Association of Port Authorities, the Florida Ports Council, Miami-Dade County Mayor Carlos A. Gimenez and the Miami-Dade Tourism and the Ports Committee, among others.

UK Travel Retail Forum: UK announcement curtailing Duty Free a cruel blow to industry and “gift to EU”

In what can only be described as a catastrophic development for an industry already reeling from COVID-19, the government of the UK announced last Friday that tax-free sales will be withdrawn for all outbound passengers (departing England, Scotland and Wales) from January 1, 2021 for all goods *other than alcohol and tobacco*.

The decision will cut billions of pounds from the UK aviation sector, and put thousands of jobs at risk, at a time when the industry is struggling to recover from the COVID-19 outbreak, said the UK Travel Retail Forum, as it expressed grave disappointment and dismay at the announcement.

Speaking on behalf of UKTRF members the Chair, Francois Bourienne, said:

“This decision puts the UK out of step with travel retail systems around the world, completely disincentivises tourists to visit the UK and British passengers making purchases as they go on vacation abroad, and puts UK airports and travel retail at a substantial disadvantage against their European counterparts after Brexit. This will lead to significant additional job losses in the travel industry.

“It may well be the best gift the UK could have given the EU as well as a massive blow for UK plc.

“In the more immediate term, this announcement deals a hammer blow to an industry already struggling with the devastating impact of the COVID outbreak. Retailer and airport revenue will suffer, but jobs and livelihoods will almost certainly be put at risk.

“While we are grateful for the Government’s move to extend duty free sales to passengers traveling from the UK to the EU, we are extremely concerned that ministers have not fully appreciated the impact this decision will have on the wider travel retail and aviation sectors.

“We urge the Government to immediately review its decision and

act swiftly to ensure jobs, businesses and Britain’s place as a premier travel hub are not lost.”

According to Julie Lassaigne, Secretary General of ETRC - European Travel Retail Confederation, speaking during the DFWC webinar on Sept. 17, passengers will be able to buy duty free alcohol and tobacco products, where available, in UK ports, airports and international train stations, and aboard ships, trains and planes, which is a measure for which the organizations had been lobbying.

To read more details from this developing story out of the UK, please click on to the latest Moodie Davitt e-zine [here](#).

DFWC and ACI World urgently call for relaxation of duty free limits and propose on-arrival duty and tax-free shopping

Airports Council International (ACI) World and the Duty Free World Council (DFWC) call for urgent measures to support the recovery of the international airport industry.

[ACI’s Policy Brief - Path to the airport industry recovery – Restoring a sustainable economic equilibrium](#), draws attention to the crucial role duty free and travel retail plays in airports around the world. The brief underscores that up to 44% of airport revenues come from non-aeronautical sources, and retail concessions contribute 30% of this figure.

A rapid recovery of duty free and travel retail sales will help provide vital revenues to airports and contribute to the entire aviation industry returning to financial health, says ACI.

DFWC fully supports the ACI Policy Brief, which calls for: a temporary relaxation of travelers’ duty free limits and allowances for selected duty free products to stimulate sales and consequently help airports generate revenues from their retail concessionaires, and the introduction of duty and tax-free shopping on arrival to

level the playing field with those countries which have already introduced duty and tax-free shopping on arrival.

Airport duty free shopping on-arrival is now established on most continents across the globe and is especially prevalent in Asia-Pacific, Latin America-Caribbean and the Middle East. More than 45 countries already have introduced the concept of on-arrival duty free including some of the largest aviation markets in the world—Australia, Brazil, India, Indonesia, Russian Federation, Thailand, Turkey and the United Arab Emirates, says ACI.

It is a very popular service with travelers who prefer to delay shopping until they arrive, especially given strict hand luggage policies and environmental concerns on carrying weight onboard aircraft.

“Airports recognize the importance of commercial activities, such as retail and duty free, in diversifying their revenue streams beyond aeronautical sources but stimulating commerce at airports goes beyond the industry bottom line in the current crisis,” ACI World Director General Luis Felipe

de Oliveira said. “In fact, ensuring that the traveling public has greater choice and convenience in their purchases goes hand in hand with rebuilding passenger confidence. Most importantly, changes to tax-free shopping also represent a needed lifeline for the millions of jobs in the travel retail space and broader aviation ecosystem, industries which have been most affected by the lockdown and subsequent downturn.”

DFWC President Sarah Branquinho comments that the DFWC has engaged with policy makers and regulators across the globe in recent months to make clear to them the importance of the travel retail industry to tourism, aviation and maritime business models – along with the wider economies of most nations.

“We are delighted to see the central role of duty free and travel retail sales highlighted in this latest ACI Policy Brief and the call for increased allowances and arrival shopping which would provide a much need boost to our industry and to the airport sector. Throughout much of the COVID-19 outbreak airports and travel retail

have stood against the worst of the conditions, often without government support. Now is the time for governments around the world to put in place the operating conditions that give airports and travel retail the best possible chance at recovering swiftly and returning to their role as major contributors to economic growth and job creation,” she said.

Click here to read ACI’s latest economic impact analysis bulletin, [The impact of COVID-19 on the airport business](#).



EMPLOYMENT OPPORTUNITIES

Travel Markets Insider is delighted to once again be offering employment opportunities for the duty free and travel retail industries. We hope to be able to list many more open positions in the coming weeks.


SHISEIDO

Has an immediate opening
for a

**Retail Manager /Account Executive
North America - Southeast Region**

Shiseido Miami office has an immediate opening for a Retail Manager (Account Executive), based in Miami. Ideal candidate will have a minimum of 2-3 years experience in the Travel Retail luxury goods industry.

Responsibilities include developing sell-out figures for its cosmetics and fragrance brands through supervision of salespeople and implementation of the brands' merchandising and promotion guidelines.

Experience in retail sales is a plus.

Must be able to travel 40 to 50% of the time.

Applicants please send resumes
to: gcamplani@sac.shiseido.com or
srojas@sac.shiseido.com


Montblanc

Has an immediate opening for an
Area Sales Executive based in Miami,
reporting to the Director.

Position Scope:

TR Americas and Cruise Worldwide.

We are looking for a star, able to manage top to bottom and vice versa / super agile and analytical

Candidate must be fluent in English/Spanish and have experience in travel retail - ideally luxury.

Competitive Salary & Compensation

Please send resume to
gregory.duhamel@richemont.com