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# Travelling during a global pandemic: Part 3

An analysis of the impact of coronavirus on travel this summer

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**CAXTON**

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## INTRODUCTION

# Renewed hope for international travel, amid successful British vaccine rollout

International travel among UK residents tends to be hugely popular. According to the International Passenger Survey (IPS), there were 93.1 million overseas visits by us in 2019 – with a holiday accounting for two thirds of visits.

The global pandemic put a halt to such journeys in 2020. Since 29 March 2021, going abroad for leisure was illegal, complete with penalties of up to £5,000 for those who didn't comply with rules. But we now look to the near future with a renewed sense of hope. Indeed, in our latest survey to our Caxton customers, an average of 70% of over 11,400 respondents said they'd be more comfortable with travelling abroad in 2021 – in light of being vaccinated.

And as part of the UK's four-step roadmap out of lockdown, the British government has cited Monday 17 May 2021 as the earliest date to lift England's international travel ban. Note: Scotland, Wales, and Northern Ireland have not confirmed when they may allow foreign travel to resume.

Transport Secretary Grant Shapps recently stated that domestic Covid statistics “look good” for foreign travel to resume, but we need to exercise caution. A sentiment echoed by Prime Minister Boris Johnson on Monday 3 May 2021 – who emphasised, that while “there will be some openings up on the 17th,” we need to remain “as cautious as we can” to avoid an “influx of disease from anywhere else.”

So, how does the government propose to navigate the prospect of travel corridors? Enter: a traffic light system, confirmed by the Transport Secretary in a 10 Downing Street press conference on Friday 7 May 2021. Countries are categorised as ‘Green’, ‘Amber’, or ‘Red’, according to their respective Covid-19 risks.

With the above in mind, this report takes a look at the return of international travel through the eyes of our consumers.

Enjoy the read.

Rupert Lee-Browne  
CEO, Caxton

*Covid vaccine gives  
travellers confidence to  
venture abroad again  
with 7 in 10 comfortable  
to return to foreign  
climes*

## EXEC SUMMARY

We surveyed 400,000 Caxton Cardholders and received 11,420 responses. We conducted the research to ascertain customers thoughts on the travel and tourism landscape amidst the ongoing coronavirus pandemic and Britain's successful vaccine rollout.

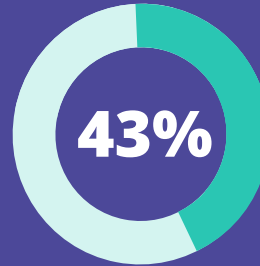
There is a renewed sense of hope and confidence with international travel, with over 70% of Caxton customers stating they'd be more comfortable with travelling abroad in 2021 – in light of being vaccinated.

Our previous surveys showed a real divide between younger and older customers. This gap has since narrowed, with everyone now adopting a less cautious approach to the idea of heading abroad.

Here are the main findings:



individuals **feel more comfortable with travelling abroad in 2021** – in light of being vaccinated.



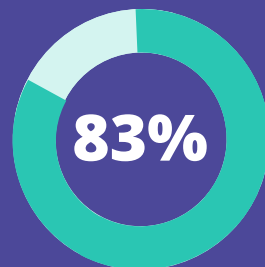
of 18-25-year-olds and 40% of 26-35-year-olds **ready to book and travel, as soon as restrictions ease.**



of 18-25s and 62% of 26-35s said they are **not worried about longer waiting times** at the airport.



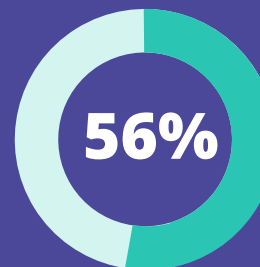
younger travellers plan to **treat themselves to a better holiday in 2021**, because they missed out last year.



of those planning to holiday in 2021 will do so in **Europe** – with **Spain voted the number one destination.**



of individuals currently find a **UK staycation really appealing** this year, despite the return of some overseas travel.



would like to go **cashless abroad** as well as at home – a shift in attitudes towards travel money.



Caxton Cardholders would use their card **more at home as well as abroad**, if fee-free continues.

## ABOUT THE SURVEY

The research was conducted online by Caxton between 28.04.2021 - 05.05.2021.

We surveyed 400,000 Caxton Cardholders across a varying age demographic. We received 11,420 responses.

# CAXTON





## TRAVELLING ABROAD IN 2021

### Covid vaccine gives travellers confidence to venture abroad again, with 7 in 10 comfortable to return to foreign climes

Due to the success of the UK's vaccination drive and with the imminent changes to travel restrictions on 17 May, consumer confidence in international travel is at its highest levels since the pandemic began.

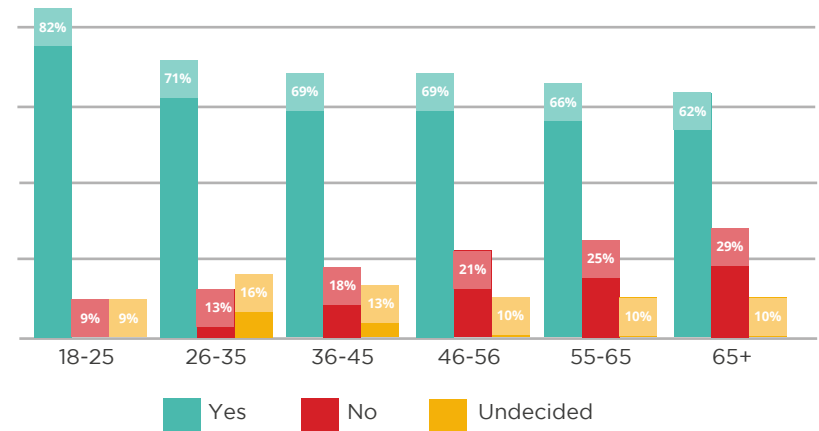
Compared to our October survey, whereby only 24% of Caxton customers hoped to get away before the Spring, 70% of customers are now more confident with the prospect of travelling abroad in 2021 – a result of the vaccine roll-out.

As seen in our previous surveys, younger adults between 18-35 years remain the most confident and the most eager to travel abroad – with 82% of 18-25s citing their confidence in the Covid jab.

Understandably, those aged 55 and above are somewhat more cautious about travelling after having the vaccine. However, confidence is so much higher than we have seen before; with six in ten over 65s feeling more comfortable with travelling in 2021.

*of Caxton customers  
feel confident about  
travelling abroad in 2021*

If you have the coronavirus vaccine, will you be more comfortable with travelling abroad in 2021?





### Younger holiday makers the most eager to travel ASAP, and 1 in 3 plans to spend big to make up for 2020 holiday misery

Younger adults are the keenest to get away for their fix of summer sun, with 43% of 18-25 year-olds and 40% of 26-35 year-olds ready to book and travel “as soon as restrictions ease”.

Not only are these young sun-seekers set on travelling at all costs and ASAP, but they are going to spend big and treat themselves this time round – with 38% of 18-25s and 33% of 26-35s planning an upgrade on their usual holiday.

Research also shows that consumer confidence has increased among the older demographics, with 36% of those aged over 56 now hoping to get away as soon as restrictions ease – or at most, in 6 months’ time. A far cry from earlier surveys, where the majority had no intentions of international travel at all.



### WHEN WILL YOU TRAVEL IN 2021?



**83%** of those planning  
to holiday in 2021 will  
do so in Europe

#### TRAVELLING ABROAD IN 2021

Spain is the number one European destination of choice, while the US takes the top spot for long-haul trips. Meanwhile, back at home, UK staycations remain a firm favourite

Of those planning to travel in 2021, 80% intend on visiting destinations within Europe, while the US takes the top spot for long-haul trips.

Spain was the stand-out winner across all age demographics; closely followed by France, Greece, and the US. And in 2019, prior to the pandemic, Spain and the US were the most popular destinations among Caxton cardholders.

Six in ten Caxton cardholders are still keen on a UK break, despite lockdown restrictions easing to somewhat allow foreign travel.





## TRAVELLING ABROAD IN 2021

### Summer sun and holidays with friends and family top Caxton customer holiday choices for 2021

Since the pandemic has reduced in-person social contact with our loved ones, it's no surprise that "visiting family and friends" is the top holiday reason for Caxton customers – with 26% of all respondents hoping to be reunited with their loved ones. This is closely followed by 'Summer sun'.

Those of a younger demographic are more keen on city breaks, whereas those of an older demographic favour touring and motor-home trips. UK staycations remain a firm favourite, with 59% of respondents voting them as a desirable holiday choice.

## Overall results for heading abroad in 2021



**70%**

Plan on  
heading  
abroad



**19%**

Not  
heading  
abroad



**11%**

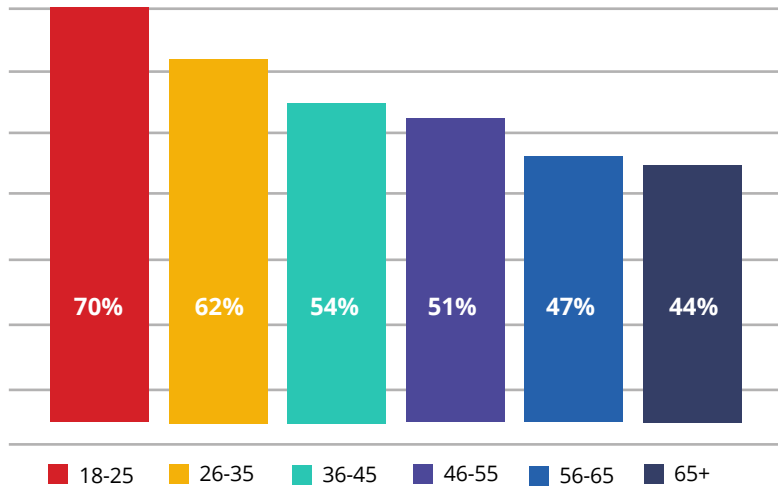
Undecided

## COVID TESTING

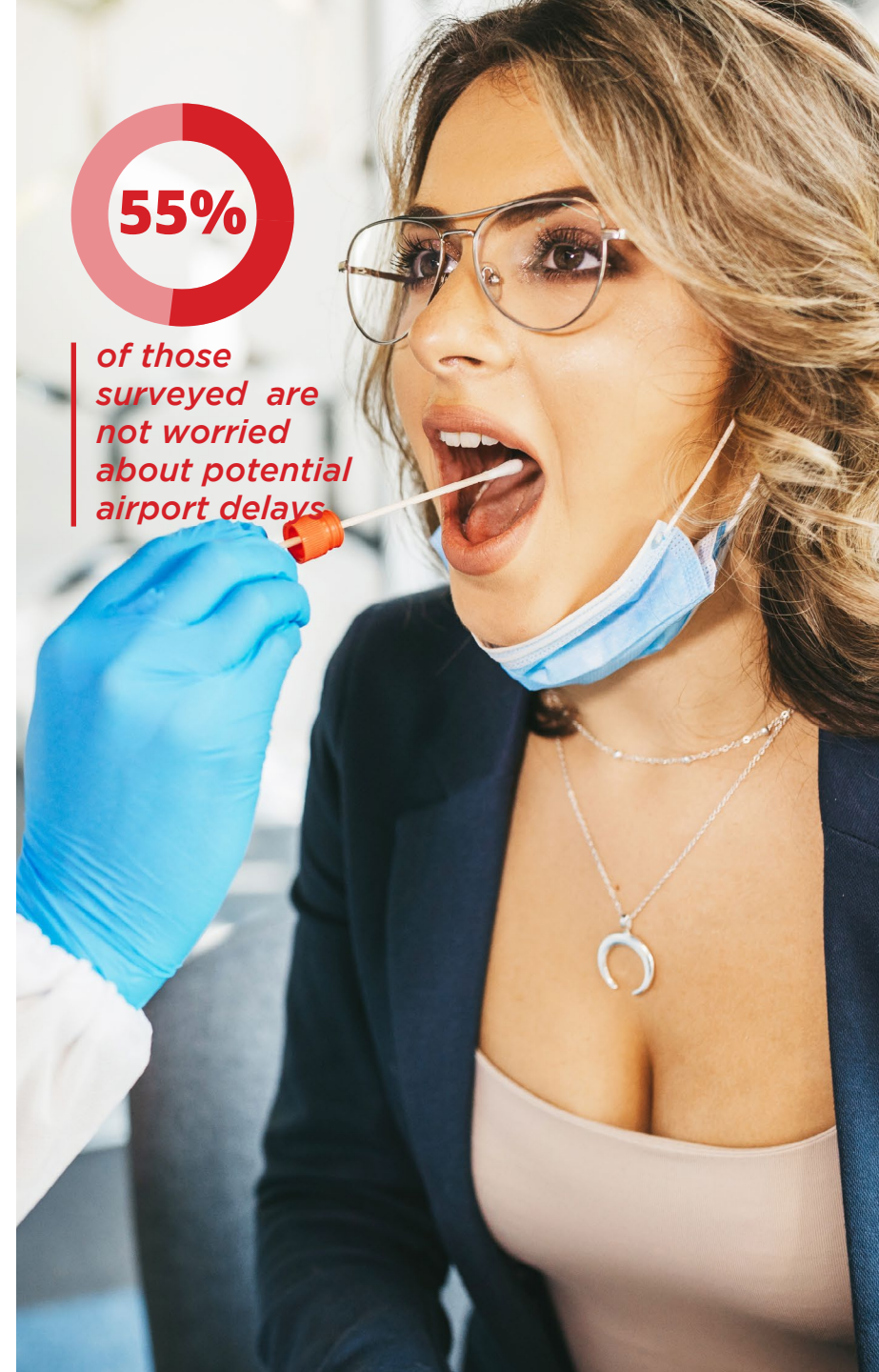
### Mature travellers more concerned with Covid checks causing airport delays, while young adults refuse to let this spoil their 2021 holiday plans

70% of 18-25s and 62% of 26-35s said they are not worried about longer waiting times at the airport. It seems those of a younger demographic are not willing to let anything get in the way of an overseas vacation. Those aged 56 and above are more concerned with Covid checks and potential delays - highlighted in the results below.

Customers not concerned with Covid checks and other potential delays at airports



*of those surveyed are not worried about potential airport delays*







**56%** *would like to go cashless abroad as well as at home*

#### TRAVEL MONEY

### Cashless the way forward

The pandemic has seen a shift in attitudes towards travel money, with more customers now wanting a contactless/cashless holiday spending option – like they have at home.

The results remain consistent across all demographics. Many customers also suggested the idea of going cardless, with an Apple Pay solution or similar – this is the first time this has been consistently raised as a new product feature.



**56%**

**Want to go cashless abroad**



**25%**

**Would still like to use cash abroad**



**19%**

**Undecided**

### Caxton customers vote 'advice on travelling abroad throughout the pandemic' number one for content

Providing useful information on travelling abroad throughout the pandemic still resonates very highly with our customers, with 50% wanting more insight.

Information surrounding currencies, particularly Crypto, follows behind – with 22% of the vote. Travel inspiration remains popular with 20% of participants.

Those aged 46 and over would like more reassurance and specific information on travel during the pandemic, with those of a younger demographic less so. The media is awash with news but it is tricky to find one source with all of the information you need. Caxton's blog and new Travel Tracker - (launching very soon) will provide this much needed information source.



## UK SPENDING

### 52% of customers would use their Caxton Card more at home, if fee-free UK spending was a permanent feature

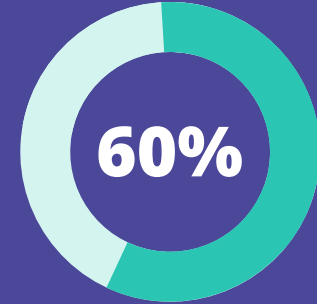
To support customers during the pandemic, we introduced fee-free spending within the UK. Caxton cardholders have been able to use their card in the for shopping and online payments, without any fees for the past 14 months – and it's been a hit.

Similar to our previous surveys, the younger demographic are very keen on the idea of using their Caxton Card in the UK, whereas the older demographic perhaps a little less so.

This makes sense when it comes to consumer behaviour - younger audiences would prefer the convenience of using one card for everything, whereas those from an older demographic would be more wedded to using their bank for UK spending.



Caxton Cardholders would use their card more at **home as well as abroad**, if fee-free spending continues.



of 18-25s would like to see **fee-free UK spending** made a **permanent feature**, so they can use it more at home.



of respondents remain undecided about using their **Caxton Card** in the UK as well as overseas.



## ABOUT CAXTON

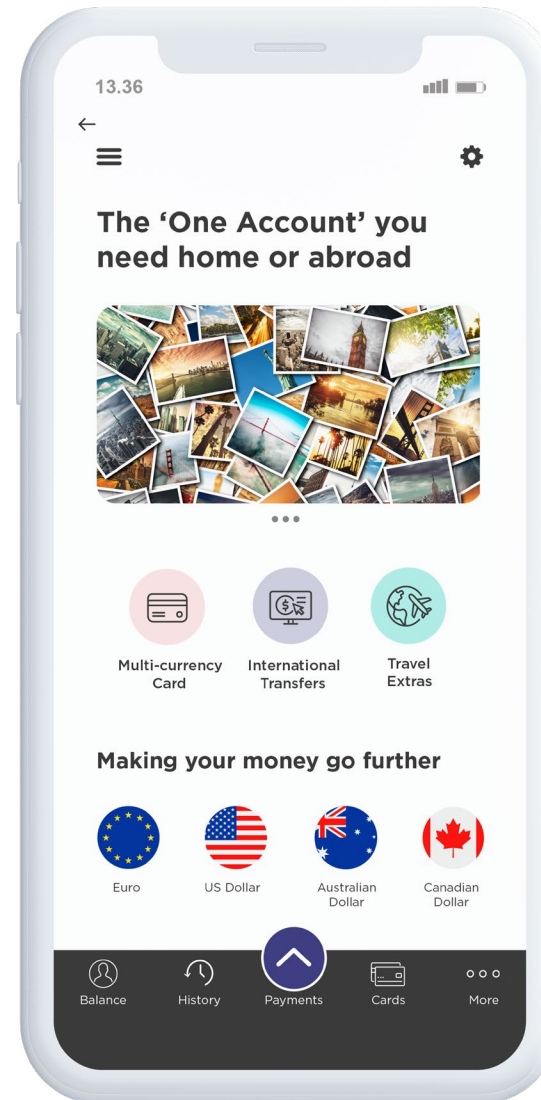
### The smarter way to send and spend money, at home or abroad

Back in 2002, Caxton was born as an ambitious FX start-up with one mission: to make things simple and more transparent for our customers. The result? We pioneered the first currency travel card and account – making it easier, smarter, and cheaper for customers to spend and send money across the globe.

Fast-forward 19 years later, we're continuing to combine smart technology, currency expertise, and our unrivalled award-winning customer service – to stay true to our word.

We're one of the UK's most trusted and respected travel providers – here's why:

- We put our customers first, with an award-winning, UK-based support team on hand 24/7;
- We lead innovation with technology;
- Customers' money remains safe and secure;
- We're transparent and honest;
- Our rates are highly competitive, with no fees on overseas spending.





**| Rated 4.6 / 5  
on Trustpilot**

**[caxtonfx.com/cards](https://caxtonfx.com/cards)**

**CAXTON**

*Excellent currency card, with exceptional root to branch customer service. This company is dynamic, innovating, and a refreshing change from other organisations offering a similar service.*

**MARTIN ALLEN, CAXTON CARDHOLDER**

*Best travel money card on the market – no fuss, easy to use, I've had no problems using the card anywhere.*

**ANDREA PRICE, CAXTON CARDHOLDER**