





The Impact

- Felt Industry wide
- Revenue quickly dived
- International travel stopped
- 50,000 bookings amended
- 24/7 support to customers
- People impact

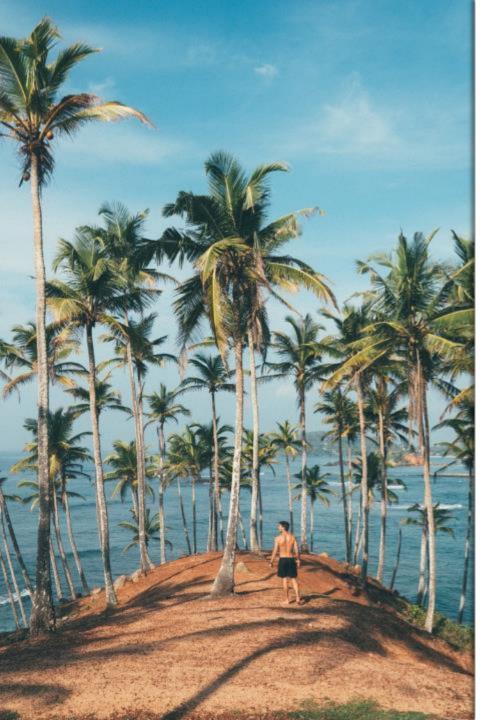




How We Reacted

- Experience was on our side
- Prioritized customers
- Focused on flexibility
- Worked with partners to protect revenue
- Pivot to domestic travel
- Protect staff & jobs long term
- Long & shallow vs short & deep





What's Next for LE

- Re-introduced 'Buy Now Book Later'
- Longer travel periods
- Data driven decisions
- Looking to pre-buy
- Introduce new business concepts & distribution channels
- Fill gaps where COVID has permanently impacted businesses





Future of Education

- People & customer focus
- Multi skilling
- Understanding data
- Crisis management
- Health & Safety
- Government lobbying
- Technology
- Cost management



