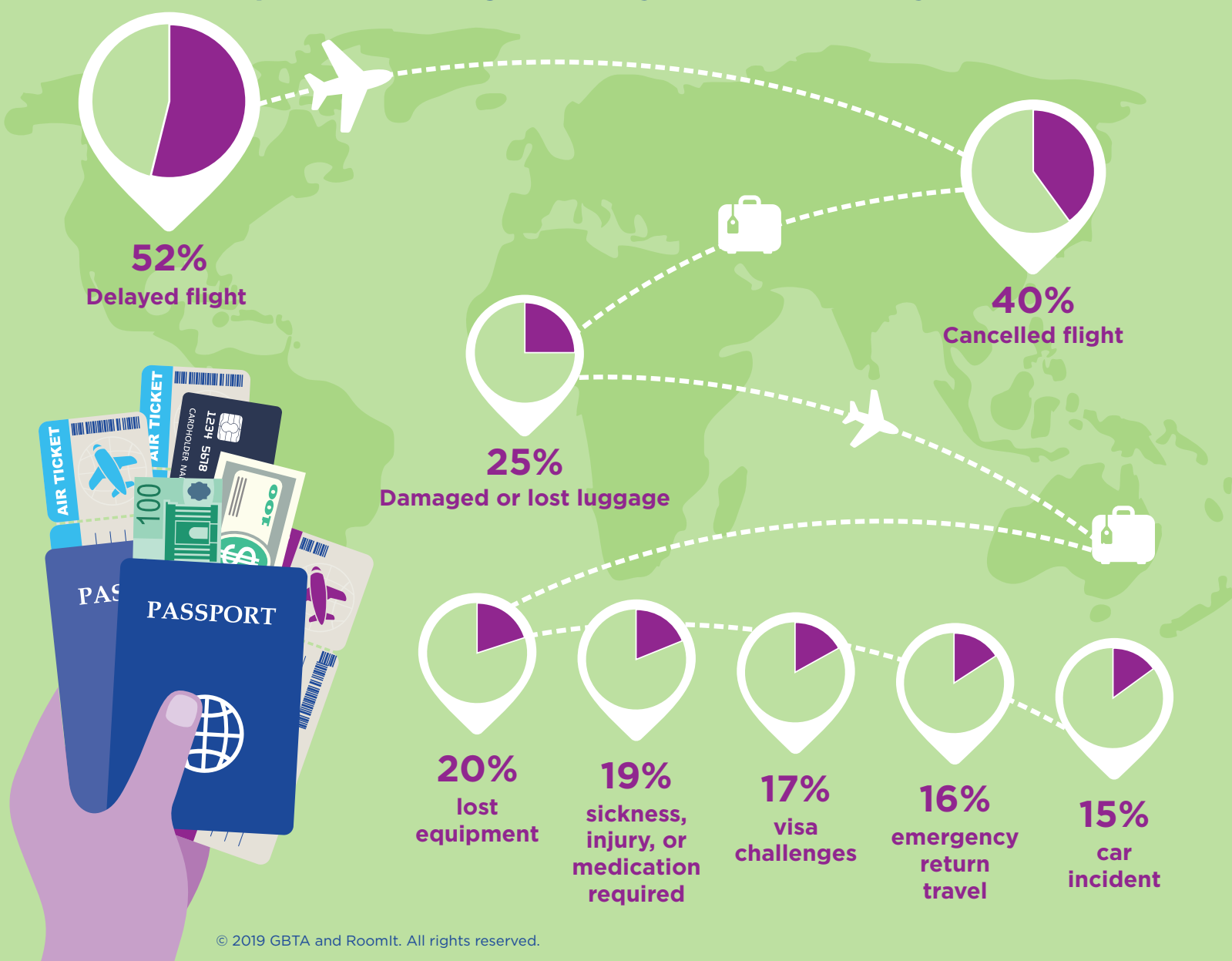


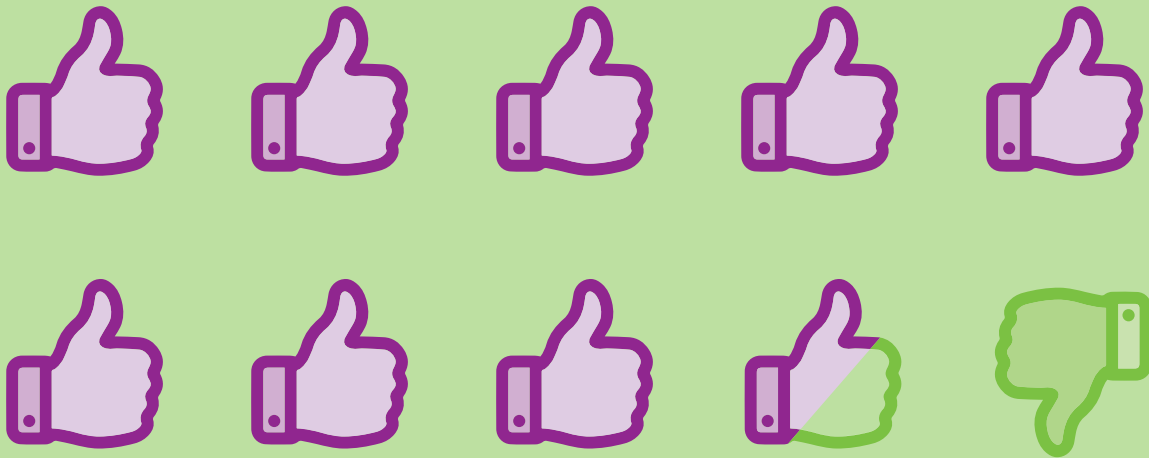
GBTA Business Travelers Sentiment Index™ in Partnership with RoomIt by CWT:

Understanding How Business Travelers
Feel About Their Travel Experience

**MOST BUSINESS TRAVELERS (54%)
HAVE EXPERIENCED A MISHAP IN THE PAST YEAR**

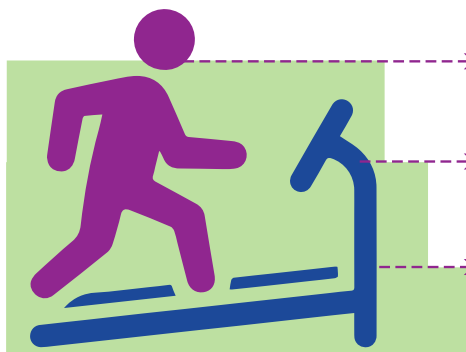


BUT, 86% OF BUSINESS TRAVELERS ARE STILL SATISFIED WITH THEIR OVERALL TRAVEL EXPERIENCE



TOP FITNESS MATTERS ON BUSINESS TRIPS

Fitness plays a role in hotel bookings



→ **83%** of business travelers consider workout facilities or proximity to walkable areas when making their hotel booking decision

→ **54%** workout on almost every trip

→ **23%** work out more often than they would at home

What do travelers wish hotels offered?



43%
yoga/
hot yoga



33%
CrossFit



32%
meditation
on-site

BUSINESS TRAVELERS WANT A GOOD NIGHT'S REST...

Top wellness concerns on business trips



37%
lack of sleep

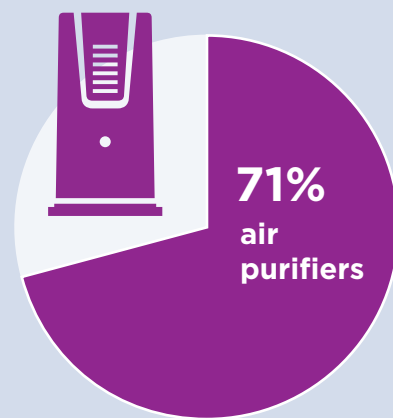
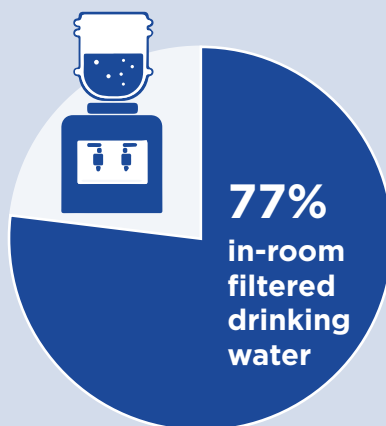


34%
general
stress of
travel



33%
unhealthy
eating

What hotel wellness options interest business travelers the most?



WHAT'S MOST IMPORTANT FOR BUSINESS TRAVELERS?



87%

Convenient hotels



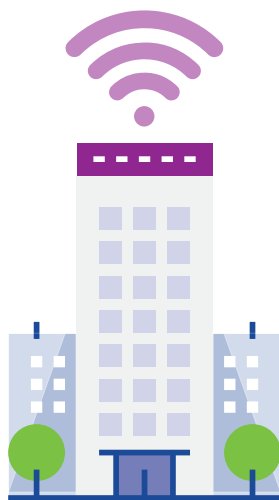
87%

Wi-Fi access



83%

Hotel amenities



Latin American (52%)
& North American (44%)
travelers want a
CONVENIENT HOTEL
compared to
European (32%)
& Asia Pacific travelers (30%)



WI-FI ACCESS
is very important to
Latin American (60%)
travelers compared to
North American (47%)
European (37%)
& Asia Pacific travelers (35%)

WHAT WOULD CREATE MOST STRESS WHILE TRAVELING?

64%



Forgetting
smartphone

50%



Forgetting
laptop
charger

42%



Leaving the
right shoes
or business
attire at
home

33%



Being over
or under
dressed for
a meeting
or event

32%



Creating
a cultural
faux pas

30%



Attending
dinner with
colleague
you don't
know well
or like

29%



Going to
social
events/
parties
alone

19%



Seeing
co-workers
in the gym