



Global

# Quarterly Trend Report

00000

**Q3-2023**

Authors: FCM Consulting Global Team

- Felicity Burke
- Ashley Gutermuth
- Juan Antonio Iglesias



# About the Report

*This FCM Consulting quarterly report draws on global data sourced from FCM and Flight Centre Travel Group corporate booking data for travel during July to September 2023 (Q3-2023). The report uses Cirium aviation schedule data as of October 23<sup>rd</sup>, 2023. Airfare pricing variations exclude all taxes.*

*The hotel average room rate (ARR) quoted is the average booked rate using FCM and Flight Centre Travel Group corporate booking data. Variations in rates booked are a reflection of seasonality, supply and demand, booking lead times, and variations in exchange rates.*

*Unless otherwise stated, all fares and rates are reported in US dollars. STR hotel data and content quoted as of October 26<sup>th</sup>, 2023, for period ending September 2023.*

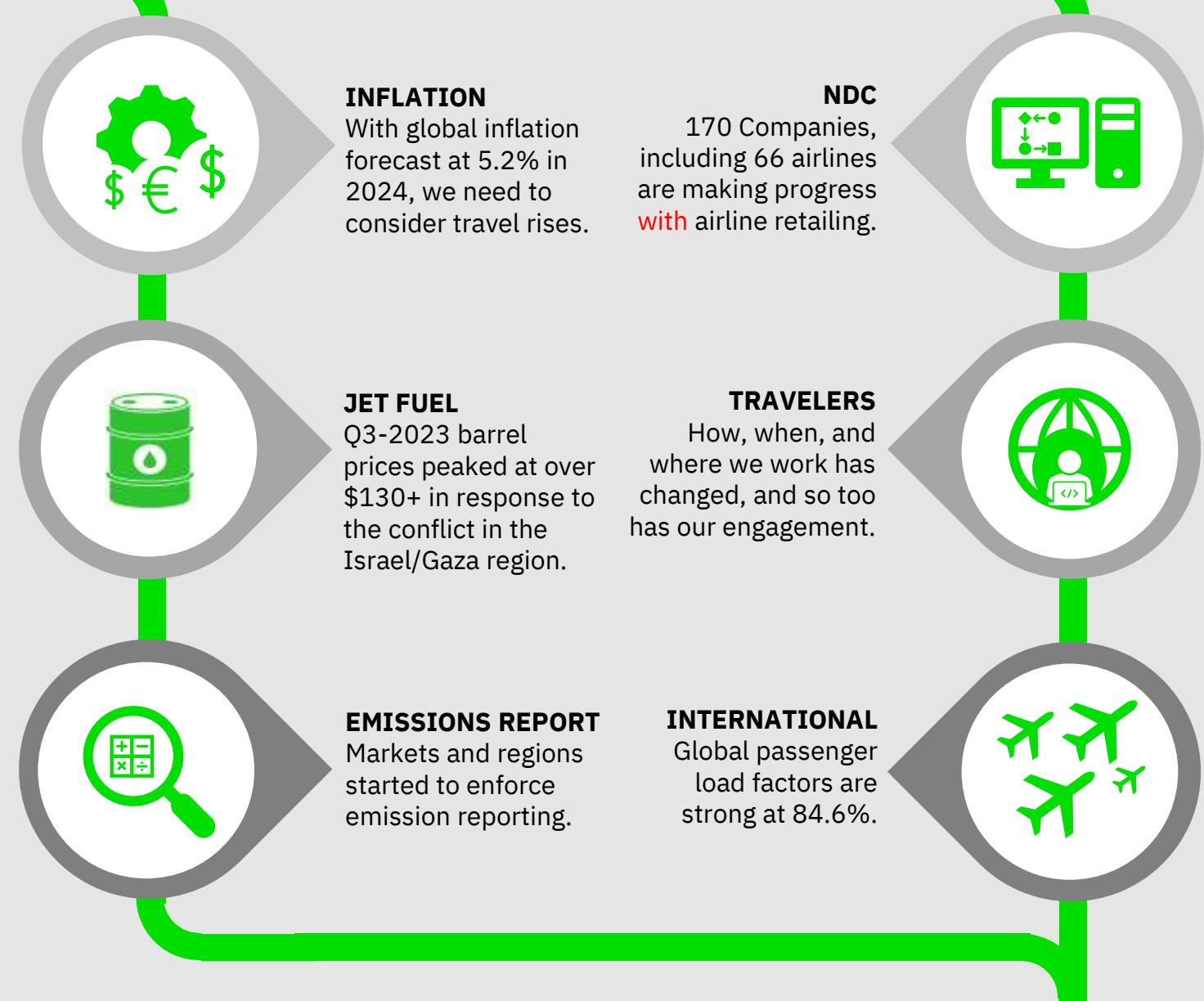
# CORPORATE Need to Know

**Q3-2023 continued the trend from H1-2023, signaling a leveling of the rapid travel growth from late 2021.**

This edition of FCM Consulting's Quarterly Trend Report reports on 2023 and forecasts for 2024.

While travel demand is growing and positive, the increases have moderated for a third quarter. Airline tickets, hotel, and car rental rates have also leveled.

Corporate travel programs are under the spotlight as 2024 budgets are put to the test. We anticipate increased business travel for 2024 pending economic conditions and longer terms outcomes of the current conflict in the Israel/Gaza region.



# CORPORATE TRAVEL

## Key Takeaways Q3-2023

1



### INFLATION

As an average indicator of the increases for goods and services, inflation forecasts can be a good way to budget for the year ahead. The estimate by economists for **inflation in 2024 is 5.2%\***.

Compared to the global average of **8.7% in 2022** and an estimate average of **6.8% in 2023**, 2024 increases will not be as high as previous years. Nonetheless, corporate travel programs should budget for moderate increases.

2



### AVIATION FUEL

Q3-2023 jet fuel<sup>^</sup> prices peaked at **\$130+** per barrel in response to the conflict in the Israel/Gaza region and concerns around longer term production. At time of reporting, pricing dropped to **\$121 and \$123 for October**.

An overall easing of demand due to the upcoming northern hemisphere winter and a leveling of demand across Asia has resulted in lower pricing in October.

3



### NDC PROGRESS

The **NDC\*\*** journey started over 10 years ago and has been ever evolving. There are now **170 companies**, including **66 airlines** working toward new airline distribution capabilities which are being delivered at differing levels and stages.

To better understand progress, IATA's **Airline Retailing Maturity (ARM)** index allows you visibility into the individual airlines, sellers, and system providers on the new retailing and distribution journey.

\* IMF reporting July 2023

<sup>^</sup>IATA Fuel Monitor reported the week ending October 20<sup>th</sup>, 2023, reporting in US\$

\*\*NDC = New Distribution Capability

# CORPORATE TRAVEL

## Key Takeaways Q3-2023

4



### PASSENGER LOAD FACTORS

Reported by IATA in August 2023, global Passenger Load Factors(PLF) were **84.6%**.

**Global Domestic PLF** is **83.5%**. with major markets led by **USA 84.5%**, followed by **India 83.9%**, **Brazil 83.1%**, **Japan 82.5%**, **Australia 82.3%** and **China 79.1%**.

**Global International PLF:** **85.4%**, led by **North America 87.7%**, as the highest performing region compared to the lowest, **Africa 76.2%**.

- Corporate Sustainability Reporting Directive (CSRD). For a full interpretation and what this means to your program contact Glenn Thorsen at FCM Consulting: [Glenn.thorsen@eu.fcm.travel](mailto:Glenn.thorsen@eu.fcm.travel)

^ For insights into traveler communications, contact Eve Smith at FCM Consulting: [eve.smith@flightcentre.co.uk](mailto:eve.smith@flightcentre.co.uk)

5



### ENGAGING TRAVELERS

**Employee engagement** has changed due to the when, where and how we can work. As a result, FCM Consulting have observed a growing need for corporates to change internal **travel communication methods**<sup>^</sup> to engage travelers to comply.

Is it time to adjust policies and messages for your changed workforce and measure the engagement impact?

- **Bleisure** allowed with clear liabilities.
- **Sustainable travel** being second nature.
- **Employee commute** changes considered.

6



### REPORTING EMISSIONS

High global passenger load factors mean passenger emissions are more efficient. Reporting accurate travel emissions should now be a top priority as mandates rollout.

The Europe **CSRD\*** is moving closer as framework is **formalized and reporting** criteria are established. Global organizations with **>\$159M** revenue in an EU subsidiary are required to adhere to the standards starting 2024. Similarly, California, USA, are hoping for a similar legislation and be the first state to mandate emission reports covering scope 3.

# AVIATION

## Key Takeaways Q3-2023

1



### FAIR FARES

Fuel, cost recovery, sustainability, and fleet upgrades will continue to impact airlines. Fare rises of **3-7%** are forecast in 2024. Here are the average international paid fare increases YTD-2023 vs 2019.

YTD-2023 vs 2019	ECONOMY	BUSINESS
ASIA	+ 21%	+ 17%
AUST/NZ	+ 22%	+ 26%
EUROPE	+ 18%	+ 13%
LATAM	+ 25%	+ 10%
NAM	+ 17%	+ 12%

2



### INTERNATIONAL SEATS

Over the past 12 months borders have opened and travel confidence has blossomed. **Connecting travelers** from one country to the next can be simple or complex depending on the location, seasonal demand, schedule options, connections, and carrier mix.

The forecast for international seats offered in **H1-2024 is -4.2% on 2019**. However, there are variations of recovery for travel in/out of the following markets.

#### INTERNATIONAL AIR SEATS IN/OUT OF KEY MARKETS H1-2024 VS 2019

CHINA	- 36%
GERMANY	- 15%
SOUTH AFRICA	- 13%
BRAZIL	- 4%
SINGAPORE	- 4%
UNITED KINGDOM	- 3%
AUSTRALIA	- 2%
FRANCE	- 1%
SPAIN	+ 2%
CANADA	+ 4%
UNITED STATES	+ 5%
UNITED ARAB EMIRATES	+ 7%
INDIA	+ 8%
MEXICO	+23%

# AVIATION - GLOBAL

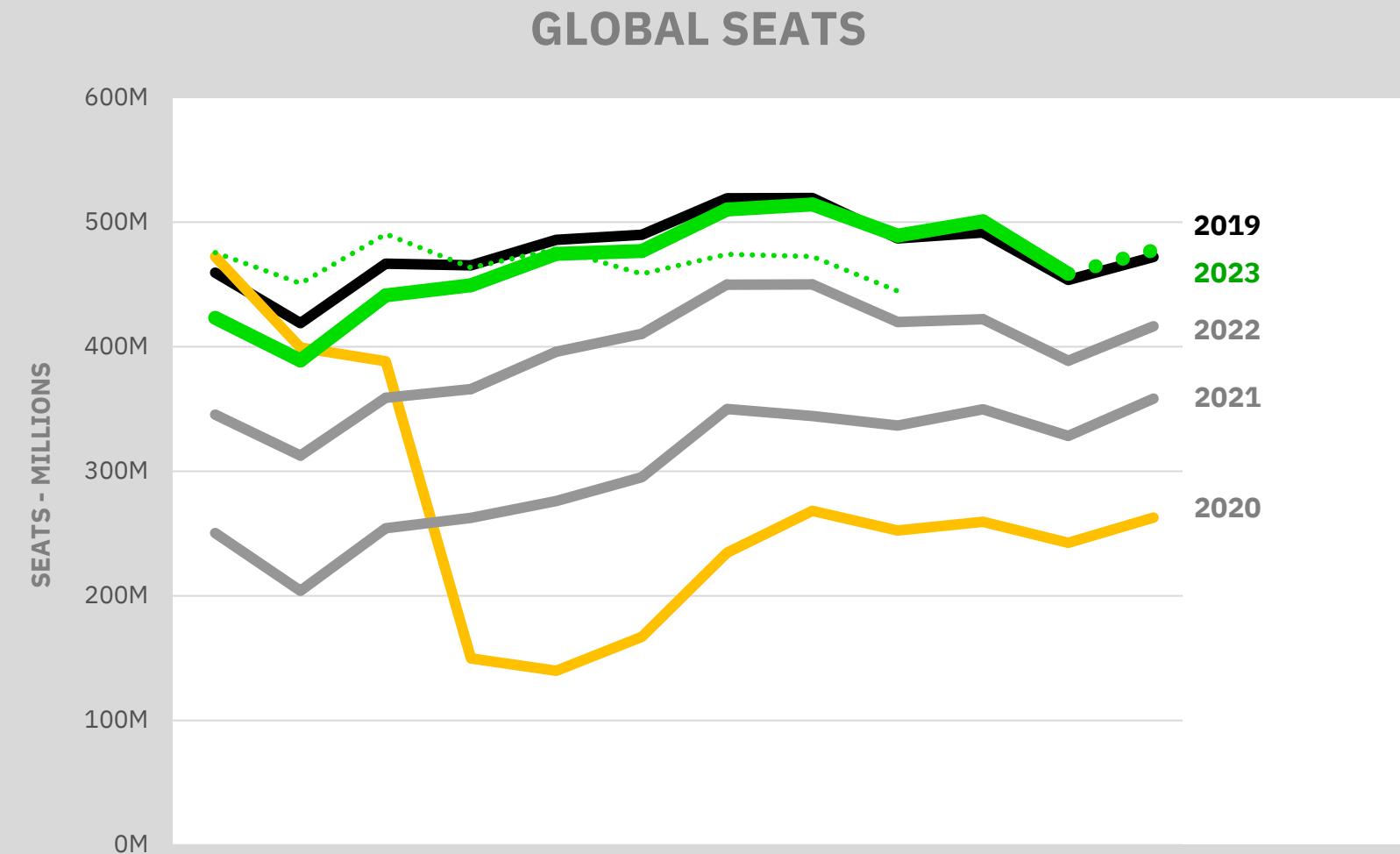
## TRAVEL 2024 OUTLOOK

Q1-2024 is forecast to be  
+71.8M (+5.3%) more seats  
than 2019, same period.

Final 2023 seat capacity  
forecast to be -2.2% on 2019.

Regional seat forecast  
Q1-2024 vs Q1-2019

AFRICA	↑ 14%
MIDDLE EAST	↑ 11%
LATAM	↑ 8%
NORTH AMERICA	↑ 8%
ASIA	↑ 7%
AUSTRALASIA	= 0%
EUROPE	↓ 2%



Long range aviation forecasts are subject to change.  
Therefore, we recommend only observing schedules 4-6 weeks ahead.

FCM Consulting Analytics as of October 23, 2023  
Source Data: Cirium Air Seats

# AIRLINE SEAT FORECAST

## H1-2024 COMPARED TO 2019

Across the top corporate airlines, we forecast seats offered in H1-2024 will be **+3% above the same period 2019**.

50% of these airlines are set to surpass 2019 seats offered. An average **9 percentage points** were increased across the carriers compared to 2023 seats. North American airlines showing aggressive growth for 2024.

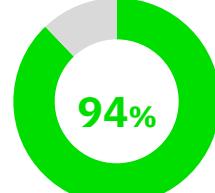
European carriers on average increasing only **5-7 percentage points** for H2-2024 from 2023.

Airline seats offered H1 compared to same period 2019.

AIR CANADA



AIR FRANCE



AIR NEW ZEALAND



AMERICAN AIRLINES



BRITISH AIRWAYS



CATHAY PACIFIC



CHINA EASTERN



DELTA AIRLINES



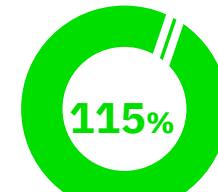
EMIRATES



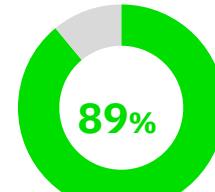
ETIHAD AIRWAYS



LATAM



LUFTHANSA



QANTAS AIRWAYS



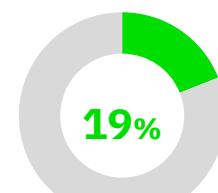
QATAR AIRWAYS



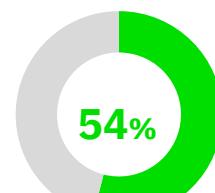
SINGAPORE AIRLINES



SOUTH AFRICAN AIR.



THAI AIRWAYS



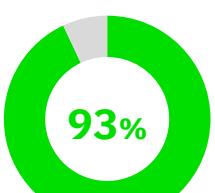
UNITED AIRLINES



VIRGIN ATLANTIC



VIRGIN AUSTRALIA



# 2023 CITY PAIR AIRFARES REMAIN STRONG AGAINST 2019

Across 380 City Pairs, Economy Airfares up **↑\$48** and Business **↑\$136**

Airfare % change YTD August 2023 vs 2019 same period

## NORTH AMERICA

	ECONOMY	BUSINESS
BOS-PVG	↑ 17%	↓ 4%
EWR-ORD	↓ 33%	↓ 15%
FRA-JFK	↑ 17%	↓ 3%
JFK-LAX	↑ 40%	↓ 2%
JFK-YYC	FLAT	↑ 10%

## EUROPE

	ECONOMY	BUSINESS
DUB-LHR	↑ 26%	↑ 56%
FRA-MAD	↑ 15%	↓ 2%
JFK-LHR	↑ 14%	↓ 5%
LHR-MAD	↑ 22%	↑ 8%
LHR-PVG	↑ 10%	↑ 10%

## ASIA

	ECONOMY	BUSINESS
SHA-SIN	↑ 10%	↑ 24%
BOM-DEL	↑ 20%	↑ 1%
BOM-LHR	↑ 24%	↑ 14%
PVG-SIN	↑ 10%	↑ 20%
LAX-PEK	↑ 15%	↑ 9%

## LATIN AMERICA

	ECONOMY	BUSINESS
CGH-JFK	↑ 17%	NA
CGH-LHR	↑ 14%	FLAT
EWR-SDU	↑ 14%	↓ 6%
FRA-SDU	↑ 9%	NA
SDU-YYZ	↑ 25%	↑ 17%

## MIDDLE EAST/AFRICA

	ECONOMY	BUSINESS
CPT-DXB	↑ 4%	↑ 28%
DXB-FRA	↑ 17%	↑ 27%
DXB-SYD	↑ 14%	↑ 22%
FRA-JNB	↑ 12%	↑ 11%
JNB-LHR	↑ 15%	↑ 9%

## AUSTRALIA/NEW ZEALAND

	ECONOMY	BUSINESS
AKL-JFK	↑ 18%	↑ 29%
AKL-SYD	↑ 13%	↓ 20%
MEL-SYD	↑ 3%	↑ 20%
SIN-SYD	↑ 13%	↑ 19%
LAX-SYD	↑ 20%	↑ 14%

# Stay Rewarded

WITH ACCOR'S LIFESTYLE LOYALTY PROGRAM

Enjoy the benefits of ALL when  
you book Accor hotels with FCM\*

- Points on your Corporate Rate
- Qantas Points on stays in Asia Pacific
- Member perks and more at  
5,400+ Accor hotels worldwide.

\* Make sure you include your ALL membership number  
in your profile or ask your Travel Manager.



RAFFLES • ORIENT EXPRESS • FAENA • BANYAN TREE • DELANO • SOFITEL LEGEND • FAIRMONT • EMBLEMS • SLS • SO • SOFITEL  
MORGANS ORIGINALS • RIXOS • ONEFINESTAY • MANTIS • MGALLERY • ART SERIES • MONDRIAN • PULLMAN • SWISSOTEL • ANGSANA  
25HOURS • MÖVENPICK • GRAND MERCURE • PEPPERS • THE SEBEL • HANDWRITTEN COLLECTION • MANTRA • NOVOTEL • MERCURE • ADAGIO  
MAMA SHELTER • TRIBE • BREAKFREE • IBIS • IBIS STYLES • IBIS BUDGET • JO&JOE

# ACCOMMODATION

## Key Takeaways Q3-2023

1



### 2024 FORECAST PRESSURE

Hotel occupancy levels averaged **68%<sup>^</sup>** **per month** in 2023. Over the past six months corporate **ARR's have plateaued**, signaling rate stability.

However, hotels are forcing **3-8% rate rises** for 2024. To counter rises, and reduce travel budget impacts, we are making positive program shifts for clients :

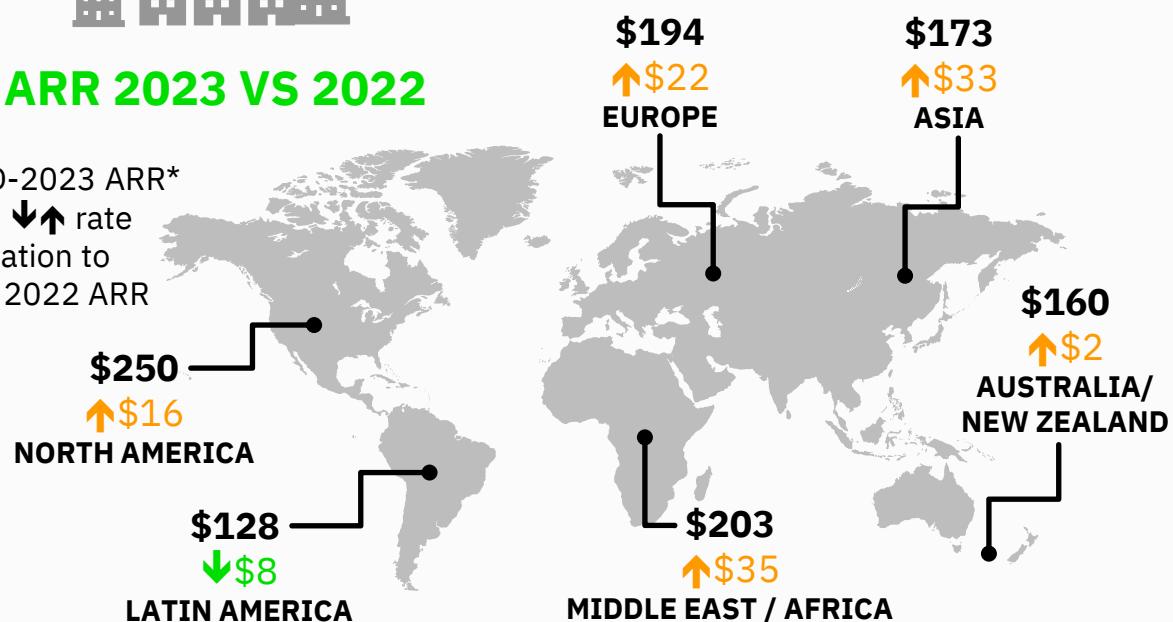
- **Change options to keep within budget**
- **Consolidate suppliers for leverage**
- **Lower "star rating" expectations without compromising quality**

2



### ARR 2023 VS 2022

YTD-2023 ARR\* and **↑↓** rate variation to the 2022 ARR



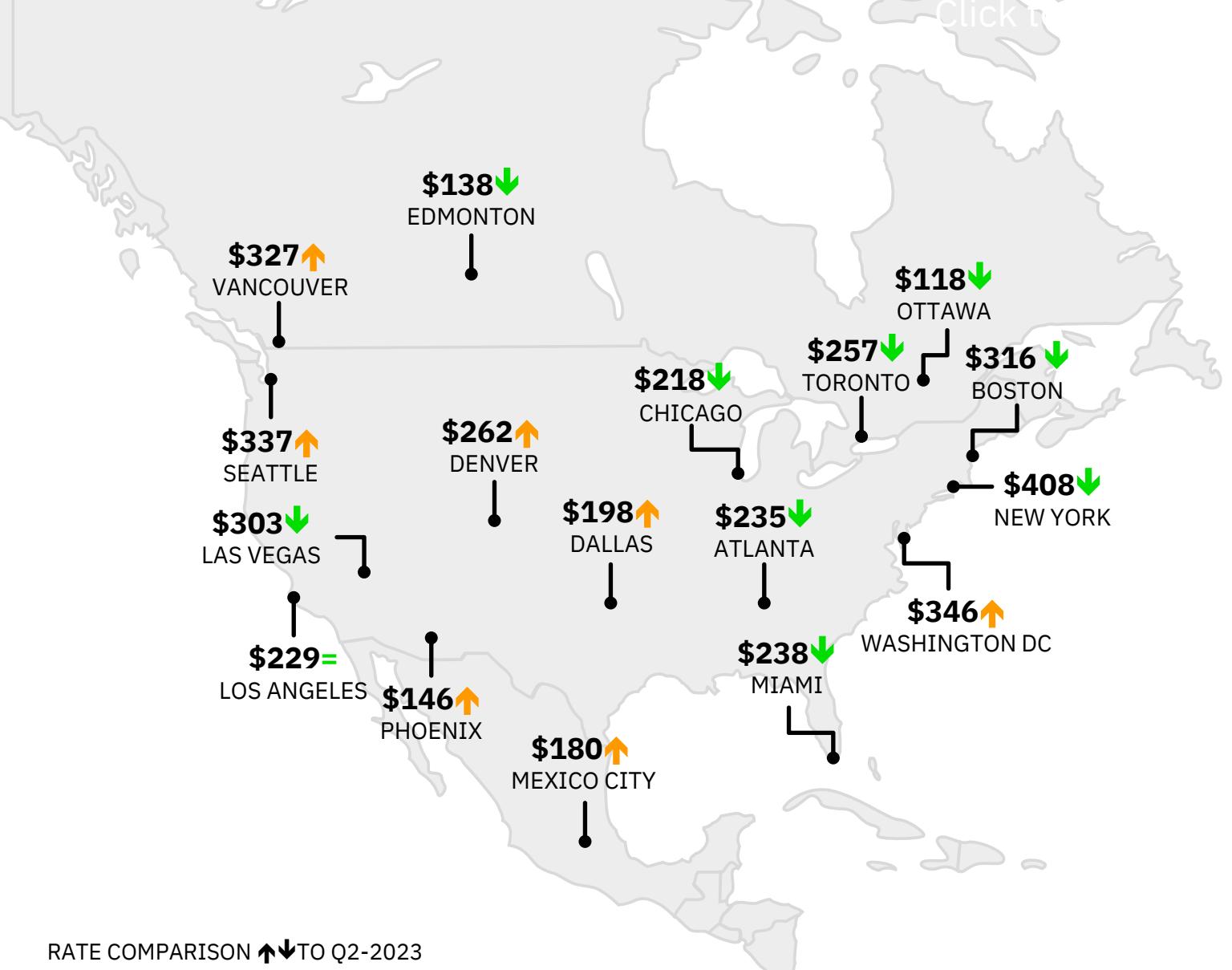
<sup>^</sup> As reported by Amadeus for the period of January to August 2023.

\* Average Room Rate booked across key corporate city locations for the period January to September 2023 vs same period 2022

# OCCUPANCY GROWTH CLOSE TO “NORMAL” ACROSS MOST GATEWAY MARKETS

Occupancy, indexed to YTD 2022, September YTD 2023





RATE COMPARISON ↑↓ TO Q2-2023

Corporate Travel  
Average Rate Paid % Var.

Q3-2023 vs Q3-2022 ↑ 8%



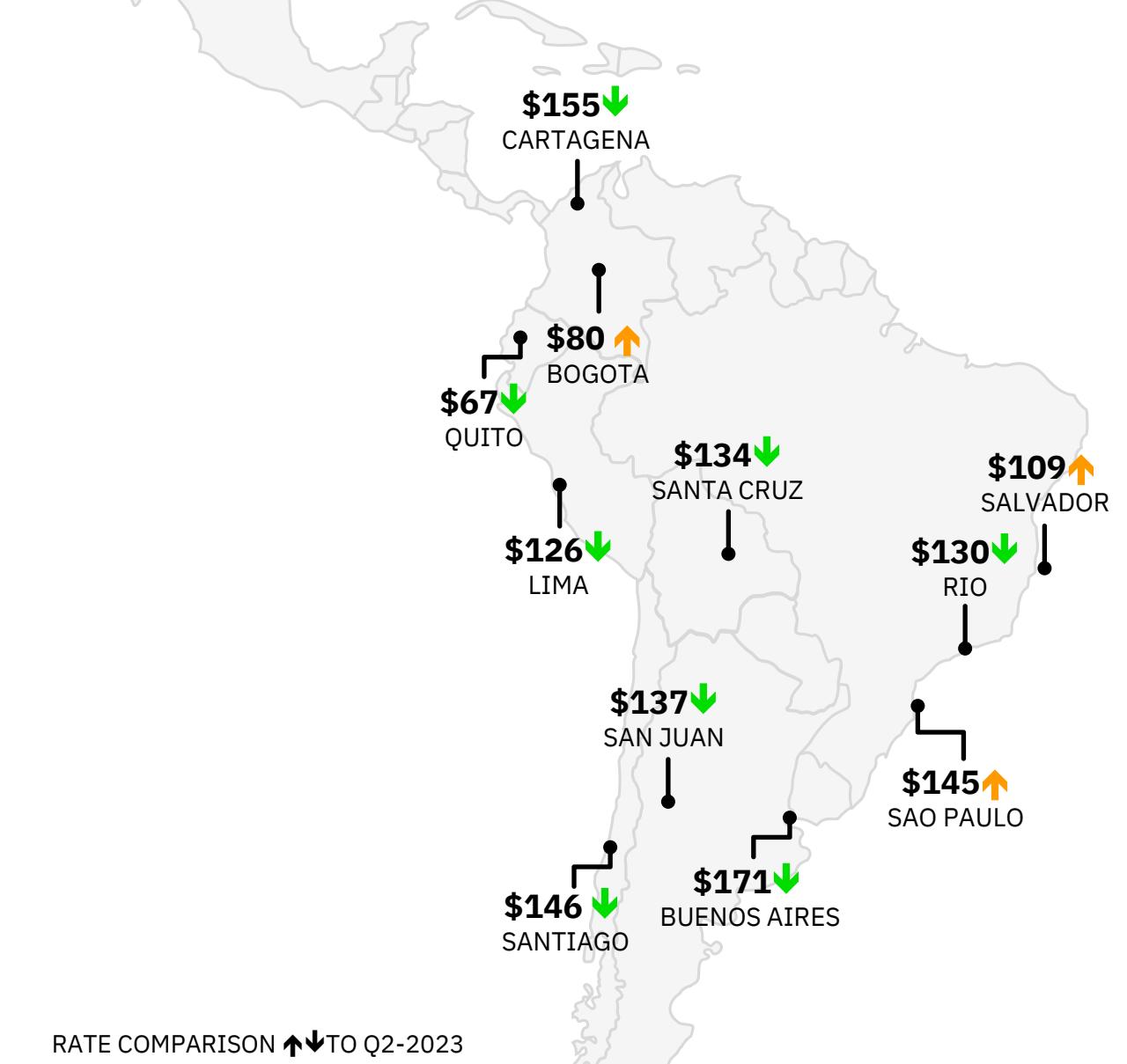
# NORTH AMERICA

## Accommodation Q3-2023

IN STEP WITH OTHER REGIONS, ARR FELL -\$10 (-4%) FROM Q2 TO Q3-2023.

### RATE COMPARISON TO Q2-2023

- CHICAGO ↓ 3%
- LOS ANGELES = FLAT
- NEW YORK ↓ 6%
- MEXICO CITY ↑ 3%
- VANCOUVER ↑ 4%



RATE COMPARISON ↑↓ TO Q2-2023

Corporate Travel  
Average Rate Paid % Var.

Q2-2023 ↓ 8%  
Q3-2023 vs Q3-2022 = FLAT



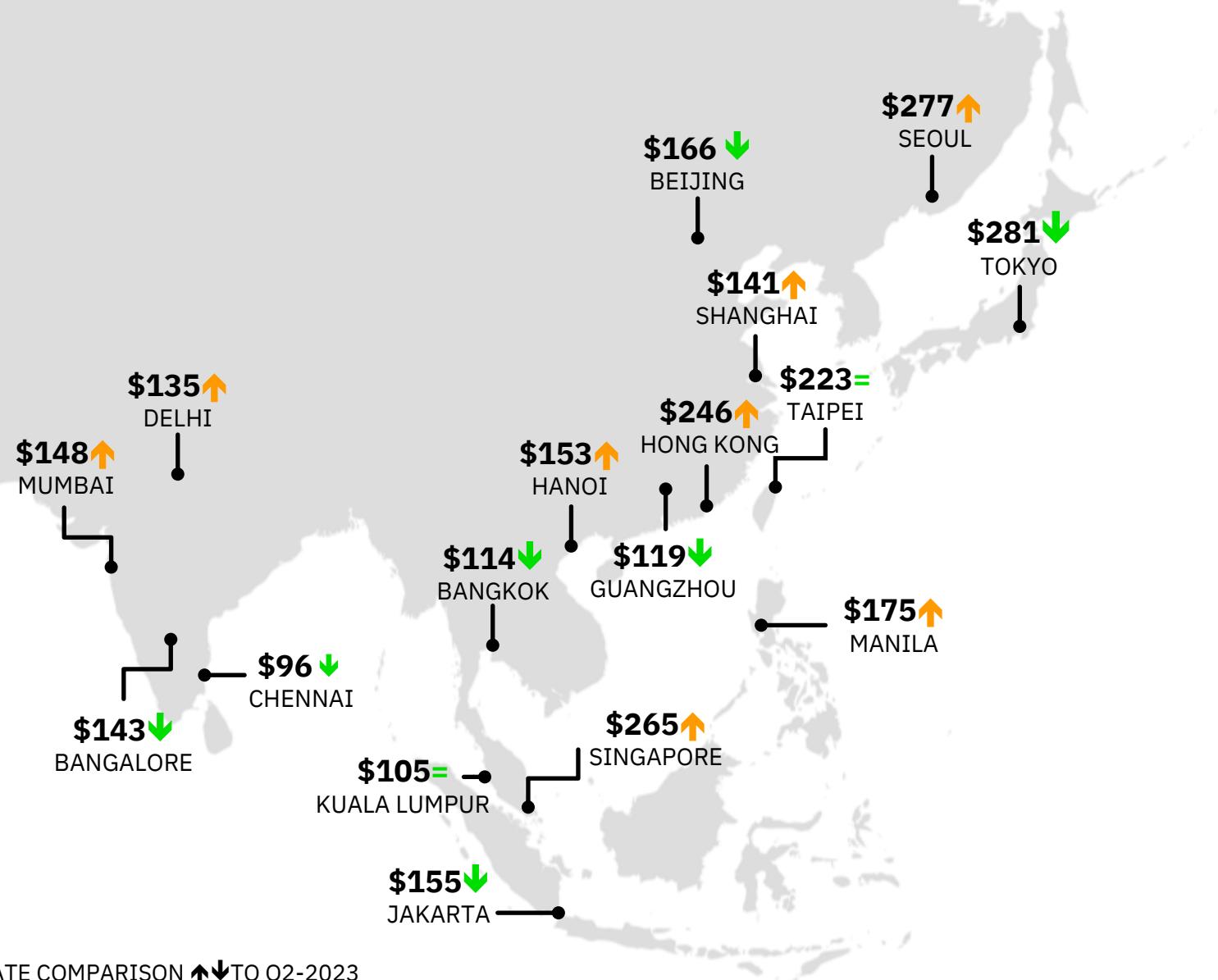
# LATIN AMERICA

## Accommodation Q3-2023

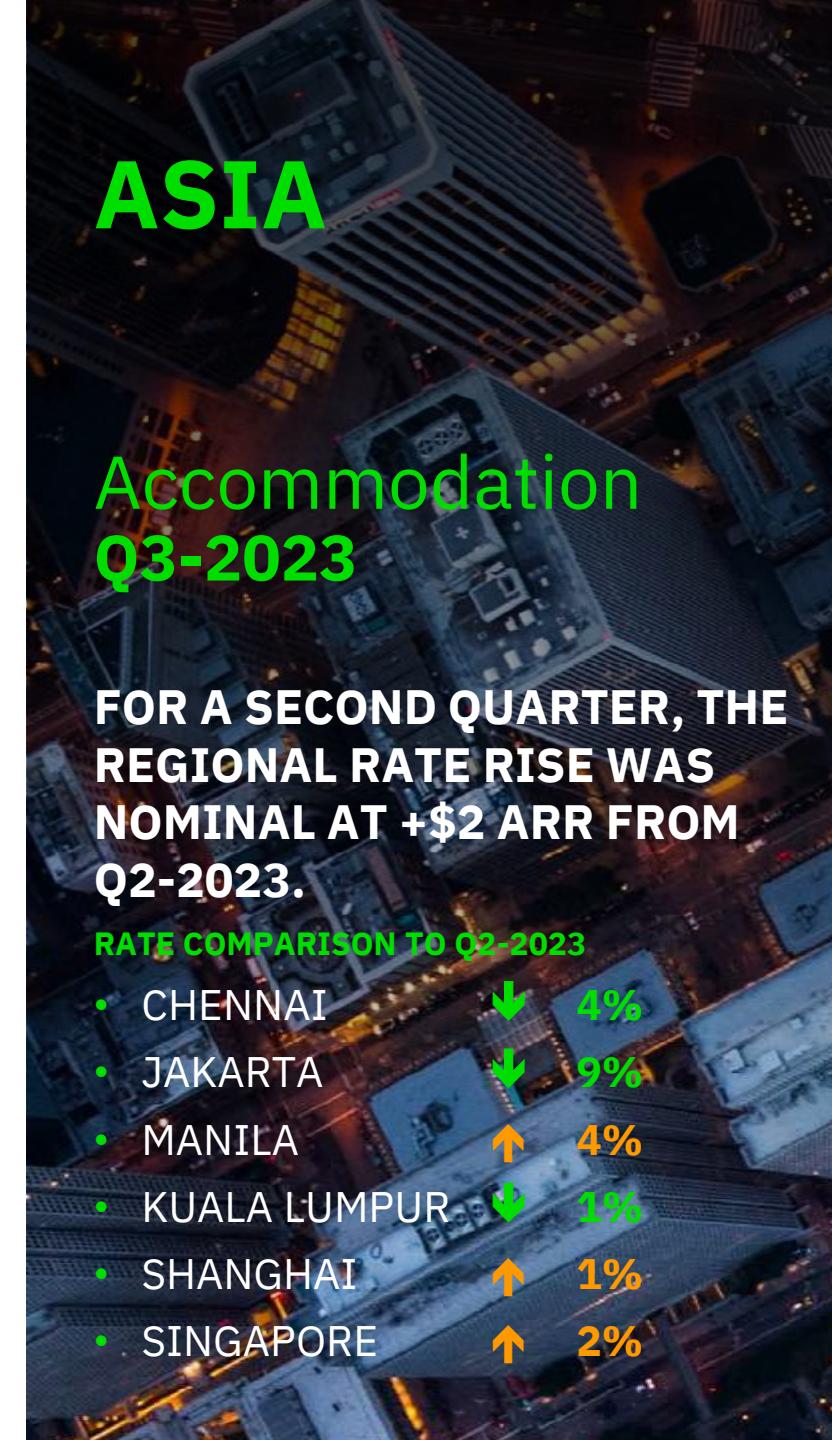
WITH FEW KEY LOCATIONS SEEING RATE RISES, THE REGIONAL ARR REDUCTION WAS -\$8 ON Q2-2023.

### RATE COMPARISON TO Q2-2023

- BUENOS AIRES ↓ 6%
- LIMA ↓ 24%
- RIO ↓ 18%
- SANTIAGO ↓ 5%
- SAO PAULO ↑ 38%



Corporate Travel  
Average Rate Paid % Var.  
**Q3-2023 vs Q2-2022** ↑ 19%



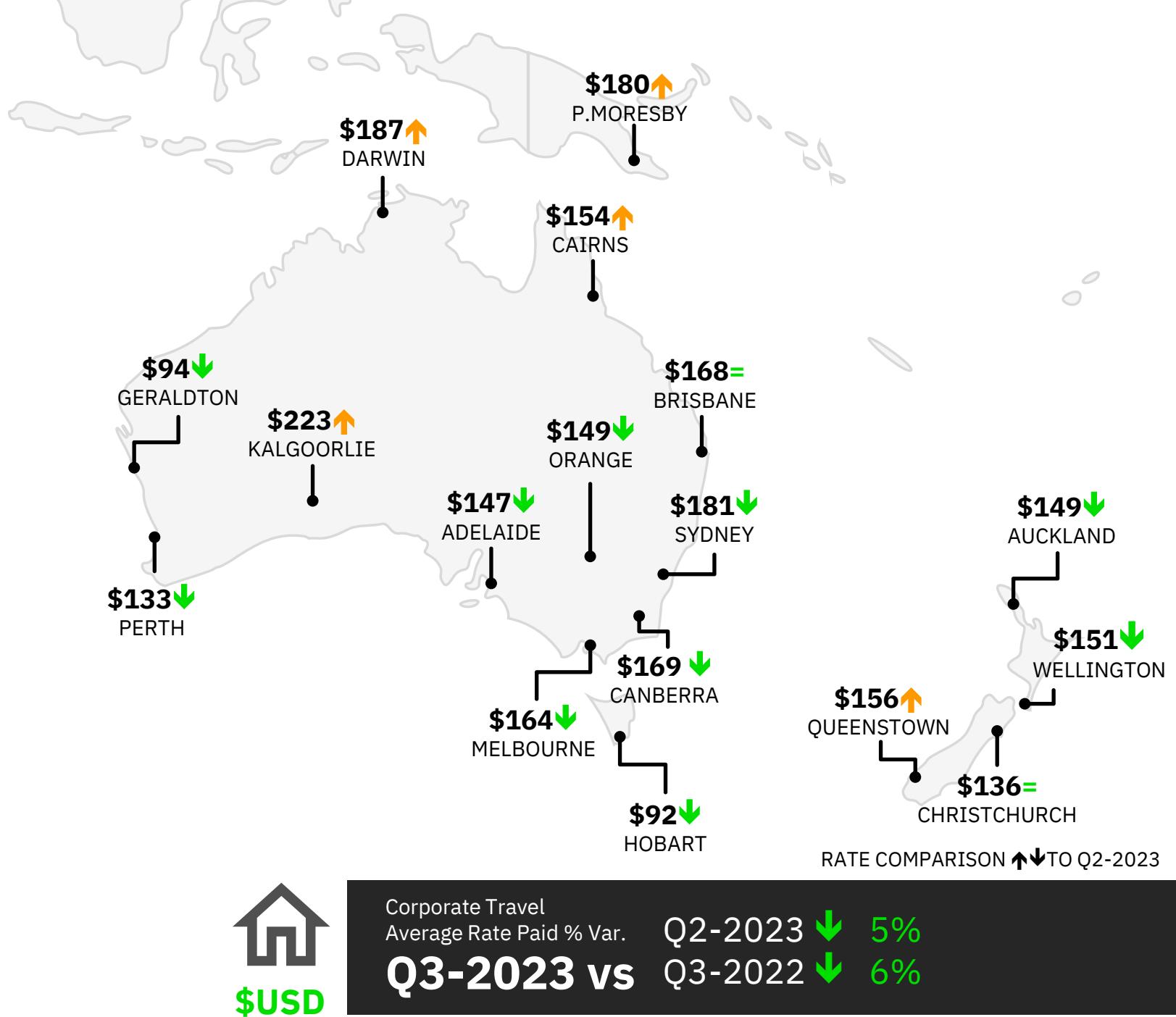
# AUSTRALIA & NEW ZEALAND

## Accommodation Q3-2023

THE REGIONAL ARR IN THE PAST SIX MONTHS HAS FLATTENED. THE Q3-2023 ARR WAS -\$8 (-5%) VS Q2.

RATE COMPARISON TO Q2-2023

- ADELAIDE  6%
- AUCKLAND  28%
- MELBOURNE  10%
- SYDNEY  3%
- WELLINGTON  15%



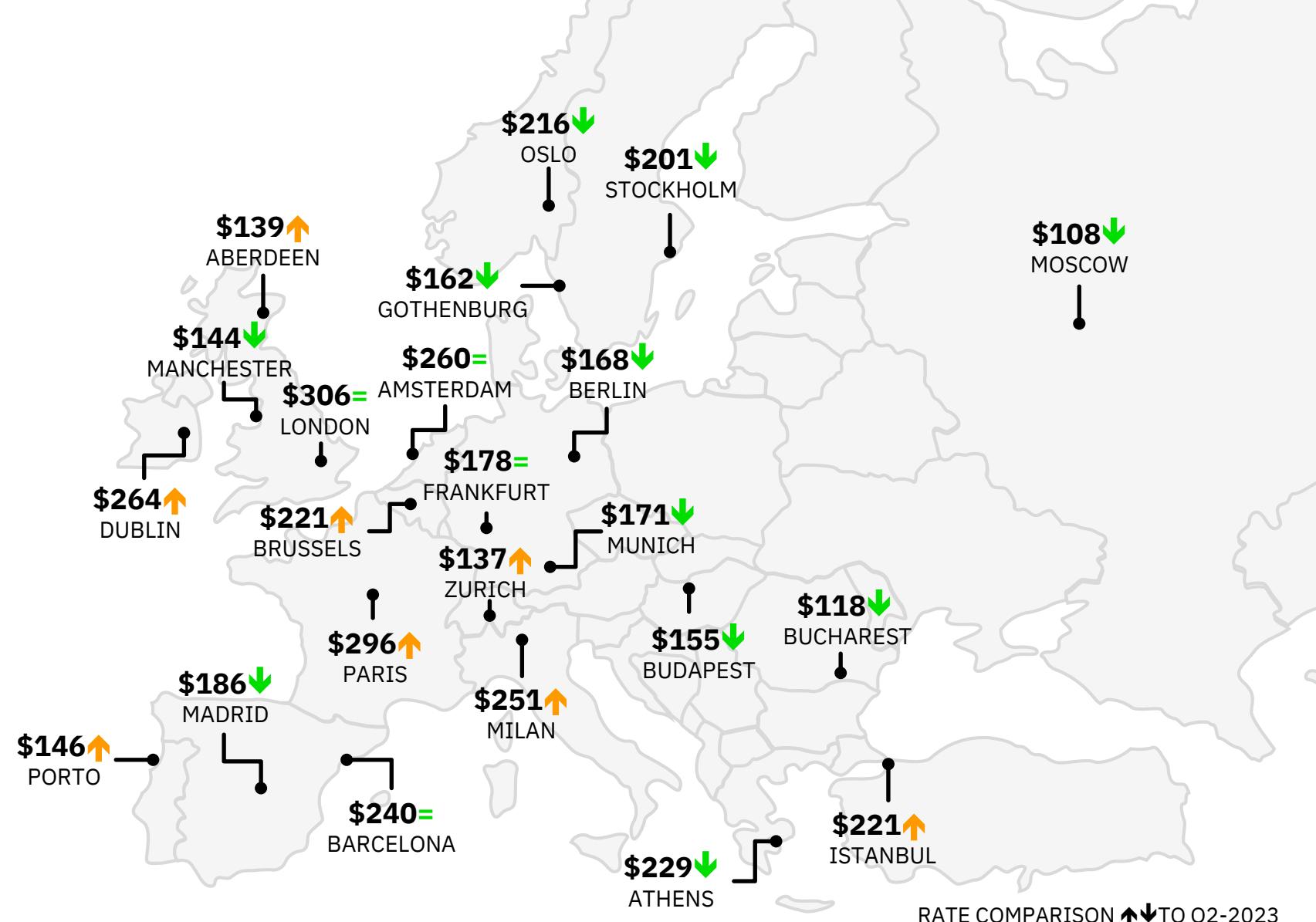
# EUROPE

## Accommodation Q3-2023

FINAL MONTHS OF SUMMER  
SAW THE REGIONAL ARR  
DIP -\$4 (-2%) IN Q3-2023.

### RATE COMPARISON TO Q2-2023

- AMSTERDAM = FLAT
- BERLIN ↓ 5%
- DUBLIN ↑ 4%
- FRANKFURT = FLAT
- LONDON = FLAT
- MADRID ↓ 2%



Corporate Travel  
Average Rate Paid % Var.

**Q3-2023 vs**

Q2-2023 ↓ 2%  
Q3-2022 ↑ 19%

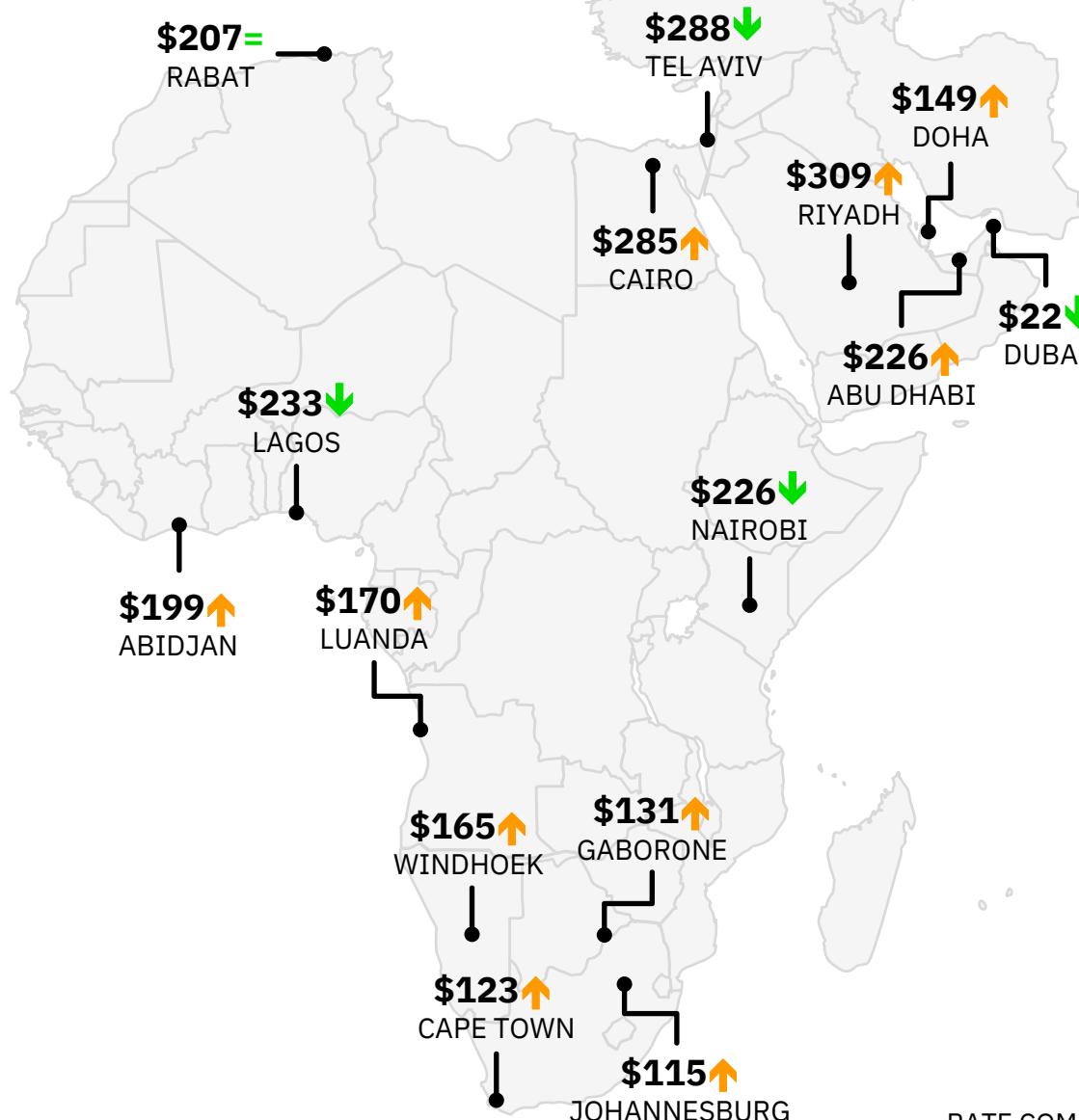
# MIDDLE EAST AND AFRICA

## Accommodation Q3-2023

OVERALL THE REGION SAW  
AN UPWARD TICK IN ARR  
OF +\$13 IN Q3.

### RATE COMPARISON TO Q2-2023

- ABU DHABI ↑ 7%
- CAIRO ↑ 65%
- CAPE TOWN ↑ 11%
- DUBAI ↓ 29%
- JOHANNESBURG ↑ 18%
- RIYADH ↓ 8%



RATE COMPARISON ↑↓ TO Q2-2023



Corporate Travel  
Average Rate Paid % Var.

**Q3-2023 vs**

Q2-2023 ↑ 7%

Q3-2022 ↑ 38%

# Mobility

## Key Takeaways Q3-2023

1



### 2024 FORECAST

The overall global ADR<sup>^</sup> has increased +4% YTD\*-2023 compared to 2022. The ADR forecast is rate increases will stabilize to +2-3% in 2024.

MAJOR MARKETS WITH ADR DECLINES	YTD* 2023 ADR	2023 % Var. to 2022
CANADA	\$55	↓ 3%
UNITED STATES	\$66	↓ 1%
AUSTRALIA	\$65	↓ 1%
NETHERLANDS	\$87	↓ 1%

2



### DAILY RATES

Global ADRs have risen +\$20 (+38%) from 2019 to YTD-2023.



### KEY RENTAL MARKETS

	ADR VARIANCE YTD 2023 v 2019	
AUSTRALIA	↑ 20%	↑ \$13
BRAZIL	↑ 18%	↑ \$8
CANADA	↑ 19%	↑ \$11
FRANCE	↑ 42%	↑ \$37
GERMANY	↑ 37%	↑ \$31
INDIA	↑ 15%	↑ \$10
IRELAND	↑ 48%	↑ \$46
ITALY	↑ 29%	↑ \$30
MEXICO	↑ 38%	↑ \$26
NETHERLANDS	↑ 30%	↑ \$26
SPAIN	↑ 25%	↑ \$19
UNITED KINGDOM	↑ 34%	↑ \$29
UNITED STATES	↑ 33%	↑ \$22

<sup>^</sup> ADR = Average Daily Rate Booked

\* YTD = Year to date for the period January to September 2023

# More Information



## FCM Consulting

This report was prepared by the FCM Consulting Analytics team, which forms part of FCM. All materials presented in this report, unless specifically indicated otherwise, is under copyright and proprietary to FCM. Information contained herein, including projections, have been obtained from materials and sources believed to be reliable at the date of publication.

Readers are responsible for independently assessing the relevance, accuracy, completeness, and currency of the information of this publication. This report is presented for informational purposes only.

All rights to the material are reserved and none of the material, nor its content, nor any copy of it, may be altered in any way, transmitted to, copied or distributed to any other party without prior express written permission of FCM. Any unauthorized publication or redistribution of this report is prohibited. FCM will not be liable for any loss, damage, cost, or expense incurred or arising by reason of any person using or relying on information in this publication.  
To learn more about FCM Consulting.

[www.fcmtravel.com/en-us/what-we-do/consulting](http://www.fcmtravel.com/en-us/what-we-do/consulting)

Maximize your potential with

