

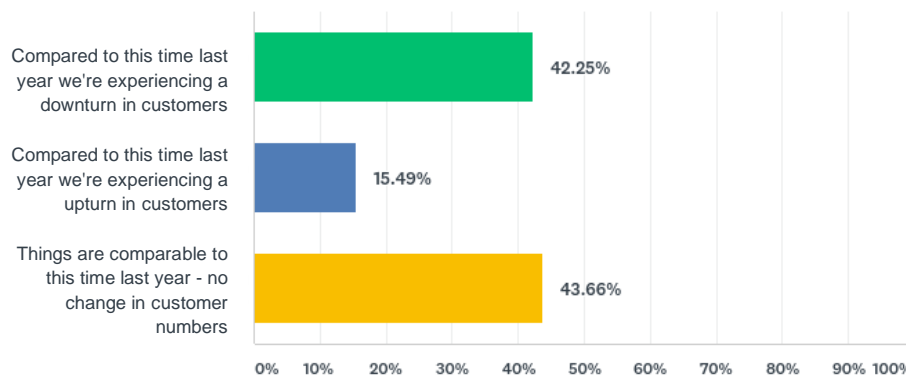


SURVEY

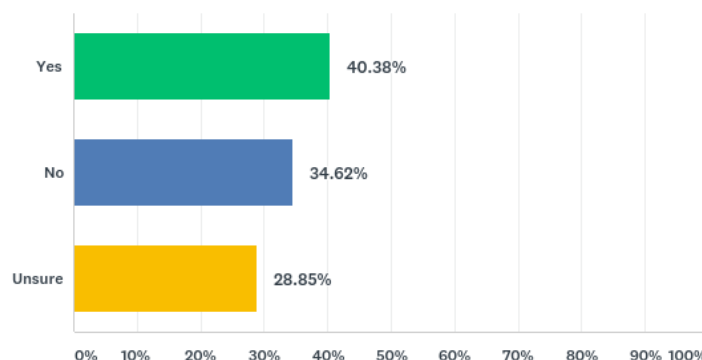
Member feedback on coronavirus impact

restaurant
association
of new zealand

Q1. Is your business currently experiencing an upturn, or downturn in customers, or is it business as usual (compared to this time last year)?

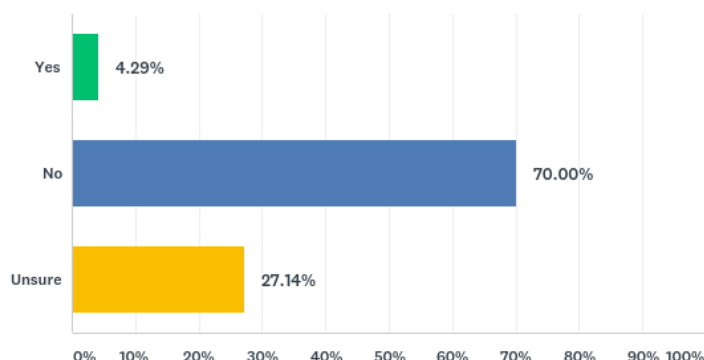


Q2 If you are experiencing a downturn in business do you believe that this is a result of current travel restrictions in place as a result of the international coronavirus outbreak?



Q3 Anecdotally we have heard that some travelers have decided to extend

their stays in New Zealand as a result of concerns about the virus in other countries. Talking to your customers, is this something you have noticed in your business?



MEMBER FEEDBACK:

I think there is a downturn in tourist numbers across the board for a number of reasons, however coronavirus is definitely adding to decrease in tourist numbers.

The only impact we are seeing is on our accommodation at this stage. We are an out of the way location and I believe that as pressure is lower on mainstream accommodation leaving them with vacancies that would not otherwise be there we are feeling the impact that way rather than directly

My friends have family coming back to live in nz right now instead of July as planned. To escape the risk for their children

This is devastating for our business here in Queenstown after a poor winter season and a sluggish summer to date. On the end of this, we are going to be hit with an increase in minimum wage!

We usually get business from returning Chinese students and new ones usually bring their families too. We are not seeing any of these

We dont cater to or go looking for customers from the country concerned with the virus so have had no change in numbers

Losing booked customers who are emailing to say they are changing plans to visit NZ due to virus

Hawkes Bay predominantly domestic tourism. Except cruise boats. High occupancy due to homeless and Hotel Jacinta and Motel Simon!!

Normally During Chinese New Year we see lots of travellers, but it is definitely less this year.

I'm a mobile vendor and have had a couple of Chinese New year events get cancelled as a result. But events you never know where you stand anyway, as it might have been quieter than advertised or something else...

Since the outbreak of the Coronavirus we have not seen a drop in our sales week on week, however we are experiencing a lower turnover compared to last year which I believe is due to the saturation of the Hospitality Market in Christchurch rather than the Coronavirus it's self

Pre-committed Group have cancelled. The lead time is usually up to 2 months. We are not receiving any March Pre-bookings, but we have recently received some for after Easter in late April and May. When questioned why, the response a week ago was that the Chinese government have yet to ban travel in April & May.

Seems to be business as usual. We don't get many independent travellers from Asia, so we haven't been affected so far.

Prior to the virus we had noticed a definite down turn in international tourists and domestic tourists We have heard that NZ is regarded as being to expensive on the ground. We are hearing from tourists who visit us that they are amazed at The cost of groceries and eating and drinking out a restaurants. And of course after 1 April there will be more price increases - no one is going to be any better off. Already hospitality venues are looking to close (lots of them)

I survived birdflu, swine flu, and no doubt will survive corona virus. The media must be loving this, another day for their self glorification

I am looking at changing the theme of my restaurant to a lower priced version and something different from other restaurants. The first reason for this was the current political and economic environment that I cannot see changing in the farming sector till elections. Also the need to push this through quickly is coming from the caronavirus by seeing several trades around our area suffering from export and import restrictions which will inevitably affect my business very very soon. And with no slow down of those affected or vaccination in sight it is playing a major role in my decision making to bring cheaper dining options in sooner!!

We have noticed cancellations go up with at least 3-4 customers saying their flights have been cancelled due to Coronavirus

Have not had any questions asked or conversation initiated by any customers at all (local and international visitors), on the matter of Caronavirus

I think there is still disruption ahead of us, the importance of correct information from both Government and all Media outlets will be vital, cheers TP

I have had several business partners who have been affected, a week long meeting package for this week was cancelled late notice due to Coronavirus, and as we are in corporate are expecting to see affects on our International Incentive groups as well as Chinese Tourist market.

Much less Chinese tourists

No impact on my business from coronavirus

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