


- 1 Meet the team **Heleri Rande**
- 2 Introduction of NBH Forum
- 3 13-14 October 2020 in Tallinn
- 4 Who are here today?
- 5 Introduction of webinars
- 6 Episode 1 and speakers

 **Anita Mendiratta**
Special Advisor to the Secretary General UNWTO 

Trust
is the new currency

We are in this together- if we all don't win then we all lose

This is first and foremost a healthcare crisis, but equally affecting us in a way that nothing ever has before



There is no new normal - there is the next normal



Shutting of borders has impacted us most

Borders to open faster will help us most to recover

Global view 

Heart will define destination where to and why people will travel

At the beginning of the crisis people dreamed, where to travel for a vacation

Now people dream to see their loved ones

 **Nele Mägi**
Senior Account Manager, STR 

An overview of the situation of hotels in the world, in Europe and in the Baltic States- closers, occupancy, re-opening

Hope
that more people will travel again

More free time and less business travel

Two scenarios for recovery  or 

Take the opportunity to change

 **Benjamin Calleja**
CEO, Livit Design 

Communication is most important

With customers and with employees

Safety and hygiene are important
Inside the restaurant, people want to feel at ease 

Customer centered approach 

Hard to define the next destination