

Global Tourism Crisis Committee  
World Tourism Organization  
Calle Poeta Joan Maragall, 42  
28020 Madrid,  
Spain

April 9th 2020

## **Request for Support for the Duty Free & Travel Retail Industry**

The Duty Free World Council (DFWC) is the global voice for the Duty Free and Travel Retail industry, which generates vital revenues for the aviation, travel and tourism and maritime sectors and provides significant levels of employment.

Our industry sales exceed US\$ 60 bn annually. Revenues from Duty Free & Travel Retail sales are the number one source of non-aeronautical revenues earned by airports world-wide and on average account for over 40% of such revenue. For some airports and for the maritime sector, commercial revenue can account for up to 60% of total revenue.

Our industry supports an estimated 650.000 jobs and contributes US\$ 35 bn. to global GDP. Supporting these jobs is critical at this time. The retailers and brands who make up our industry are healthy commercial organisations with strong balance sheets. However, with almost no customers as the world's transport hubs shut down, they also need urgent support along-side that required by related sectors: airports, airlines, ferries and cruise lines. Our channel is distinct from sales channels in domestic markets, who are often the beneficiaries of support initiatives either not extended to, or inappropriate for the specific needs of our industry. Additionally, the impact and recovery phase on our industry will be longer and deeper than the domestic retail channels.

The Duty Free and Travel Retail sector needs tailored, urgent support to be ready to capitalize immediately on any re-opening of the aviation and maritime sector, in order to generate much needed commercial revenue to help the aviation and maritime sectors and the broader tourism industry operate efficiently and safely once again.

As you work to compile your recommendations for recovery of the travel and tourism industry, we request that you include the Duty Free and Travel Retail sector as a key stakeholder and contributor. We would welcome any opportunities to work together.

Yours faithfully,



Sarah Branquinho  
President