


 Directory Services

Crew Accommodation in the Travel Industry: An Evolving Business

For 30 years Xenia S.p.A. SB has been the main character in the travel industry and also an anchor for transport companies through crew accommodation services.

The context we are operating in is still very uncertain due to external factors that affect the travel industry such as the limitations and

consequences brought on by the pandemic.

It has been two years now since Covid-19 started and, as crew accommodation operators, we have assisted our clients with services that could better answer their constantly changing needs due to this climate of uncertainty.

Even during this difficult period, we helped our clients and partners plan services for future opportunities which will challenge the pre-pandemic models.

In the travel industry, while the cargo segment experienced a steady increase in operations, the passenger transport segment was significantly affected even though business and leisure travellers said rail was their preferred mode of transport. One key reason for this is passengers' growing sensibility towards the environment.

Additionally, our company registered data that shows a willingness to travel that is mostly unaffected by the consequences of Covid-19, such as restrictive

regulations and health risks. Consequences which in the future will probably affect models of supply and demand.

Xenia, with its 30-year presence in the travel industry, has preserved and strengthened its dynamic identity during the pandemic by attentively observing the changes and the needs of businesses and also by becoming promoters of new paradigms.

The adaptability that has always distinguished our company from others allowed us to keep up with the needs of our clients through which we were able to identify effective and efficient solutions.

Sustainability is at the core of our services and models. It is a value that represents the nature of Xenia as a benefit company.

In conclusion, our advice for the travel industry during this period of uncertainty is to adapt, evolve and support. It is not possible to predict what will happen in the future, but we can make the best out of our current situation.

More about Us

Xenia S.p.A. was founded in 1992 and has always operated in the business travel market. In 2021 it transitioned into a benefit corporation. Xenia is a global provider specialised in managing the entire crew accommodation process and the layover and AOG services as a support to airlines, railways, shipping lines and cargo companies.

The key points of the services are:

- 24/7/365 customer service centre
- worldwide accommodation selection and inspections
- bespoke directories, with hotel chains and individual properties
- personalised rates and pricing models
- benchmark data and expense management dashboard and solutions
- innovative reporting tools
- technology system that can

interface with any third-party platform

- prompt and effective responses to any request – from urgent enquires to long-term contracts – worldwide
- great capacity to block large banks of rooms for scheduled crews and individual bookings for crew members, business travel, distressed crews and delayed passengers handling

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24 HOURS
A DAY **7** DAYS
A WEEK
365 DAYS
A YEAR