

The impact and implications of the Iceland volcano eruption





Eyjafjallajokull!!!



Today's "Crowd Panel"

Henrik von Arnold *Stockholm Convention Bureau*

Patrick Delaney *Ovation Global DMC*

Juan Jose Garcia *Viajes Iberia*

Sus Nygaard *SAS*

Steve Powell *IHG*

Ed Pugh *Hiscox*

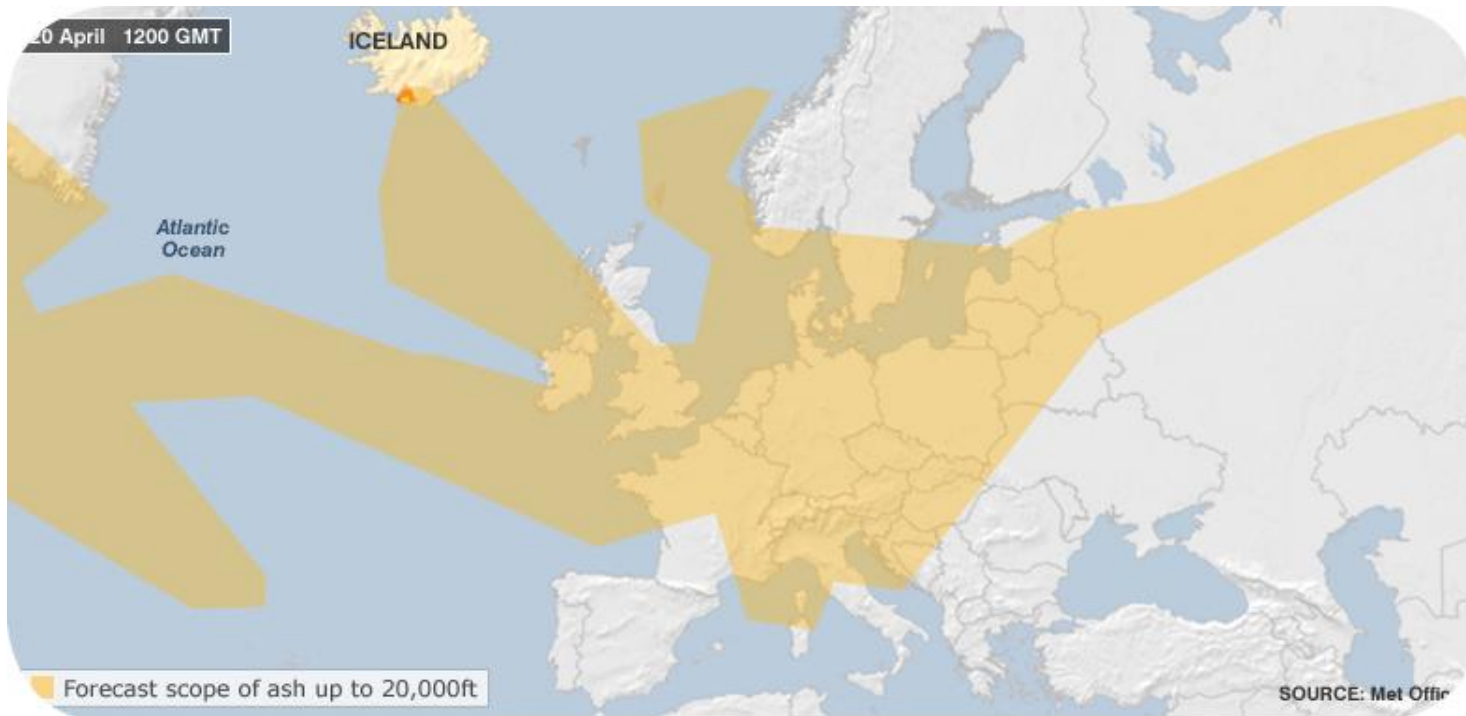
Anna Valdimarsdottir *Iceland CIB*

Anja Wimmer *European Wind Energy Assoc*

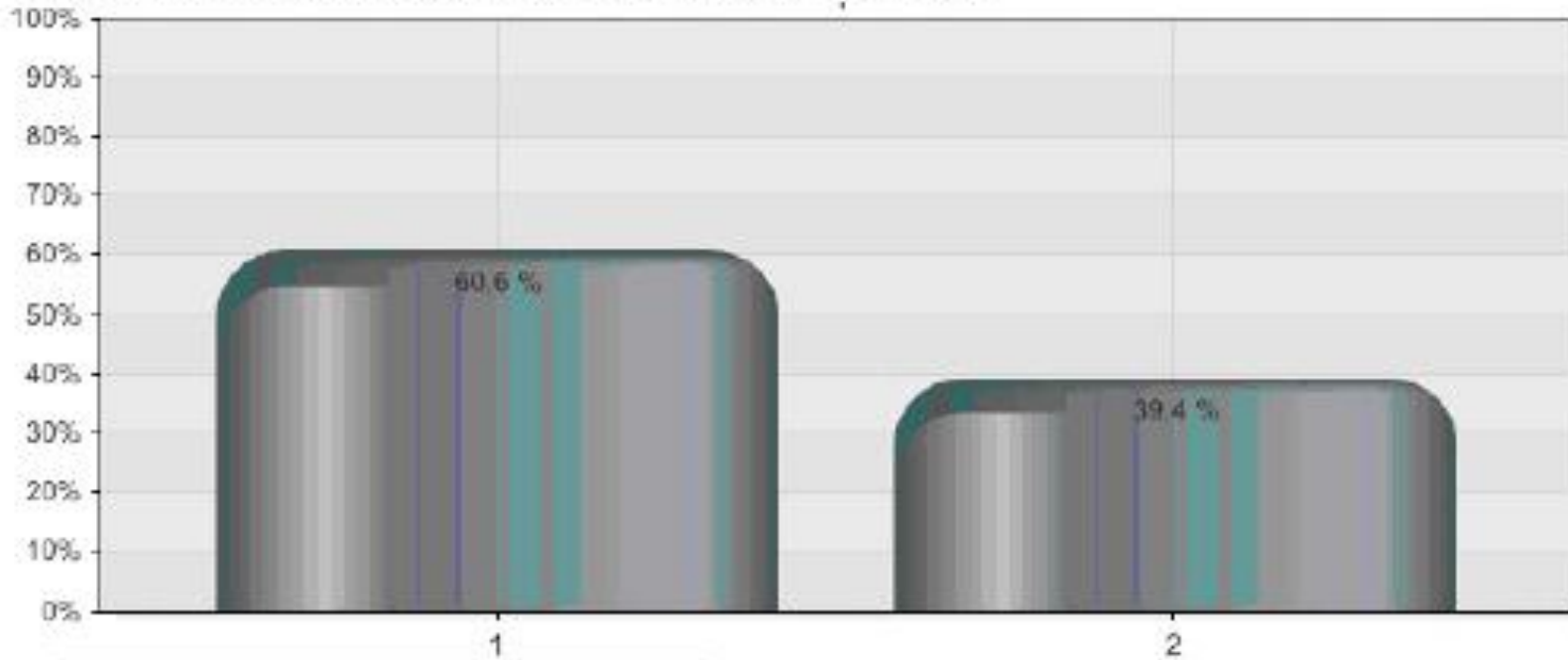
Moderator: **Martin Sirk** *ICCA*



So just how bad was it?



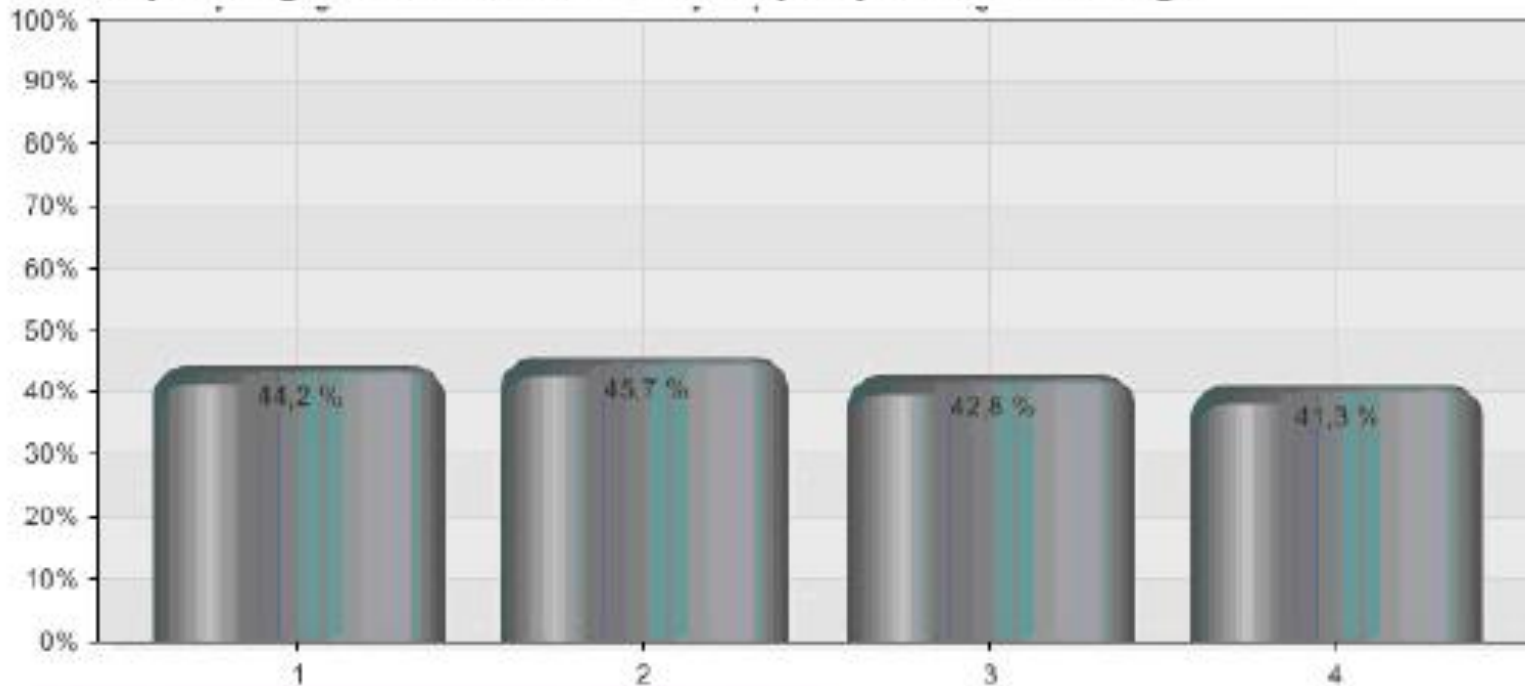
1. Has your business or event(s) been affected by the disruption due to the no fly zone as a result of the volcanic eruption in Iceland?



| Alternatives | Absolute | % |
|--------------|----------|--------|
| 1 Yes | 140 | 60,6% |
| 2 No | 91 | 39,4% |
| Total | 231 | 100.0% |



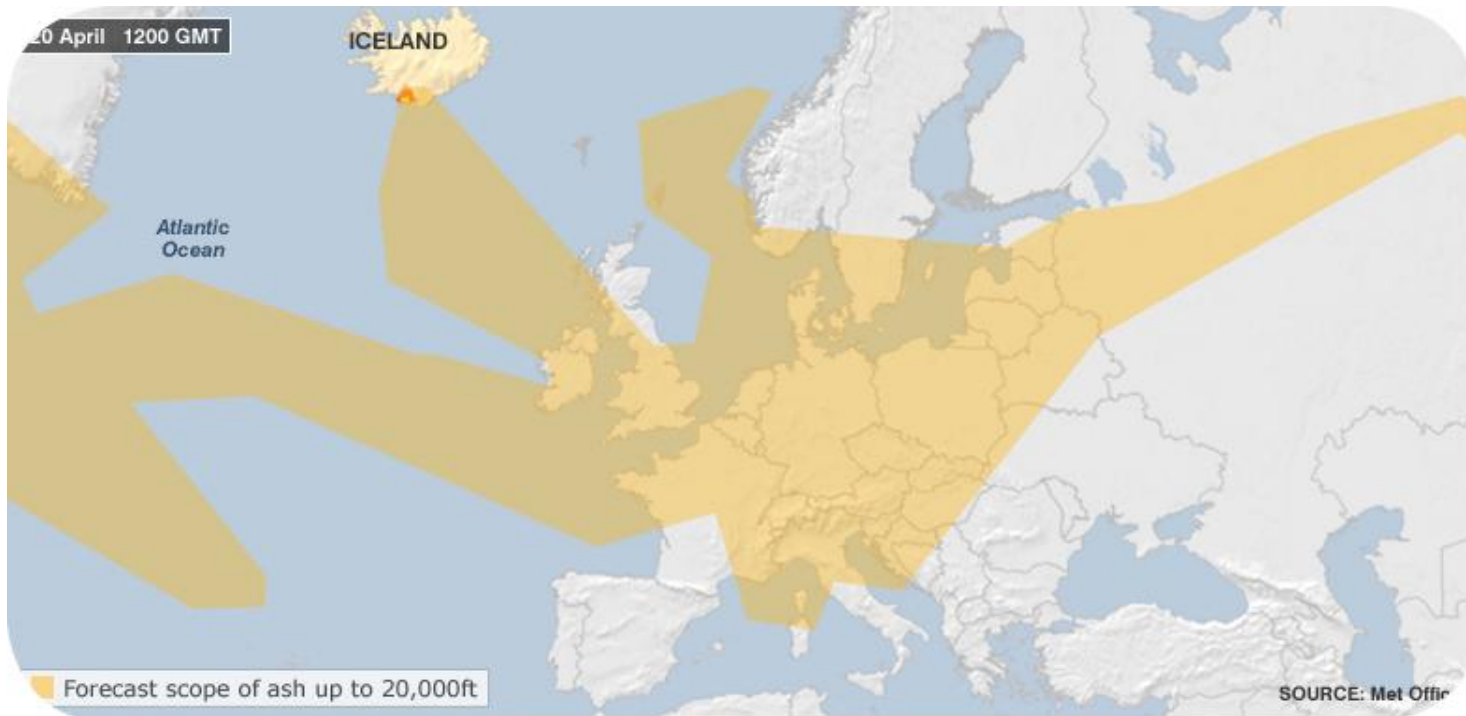
2. Has your organisation been affected by any of the following?



| Alternatives | Absolute | % |
|----------------------------------|----------|-------|
| 1 Meeting(s) cancelled | 61 | 44,2% |
| 2 Meeting(s) postponed | 63 | 45,7% |
| 3 Cancellation/No show delegates | 59 | 42,8% |
| 4 Other, please specify | 57 | 41,3% |
| Total | 138 | |



So just how bad was it?



What creative solutions emerged during this crisis?



What are the long-term implications for our industry?



Thank you and good luck!

