



Foreign &
Commonwealth
Office

Travel Habits 2018

Wave 2

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Method & process

- This is the second wave of a Travel habits tracker redesigned for online research. Wave 2 ran from 27th September - 22nd October 2018 and surveyed two groups of the population.
- For general behaviour questions we used a sample of 1,075 people nationally representative of UK adults (aged 16+). Analysis within this group is indicated by this icon on each relevant page:

National sample

- A boosted sample of 2,068 people that have travelled abroad in the last 12 months was used for the majority of the questionnaire. Analysis within this group is indicated by this icon on each relevant page:

Travelled sample

- Throughout the report, statistically significant differences are identified with a ▲ or ▼.

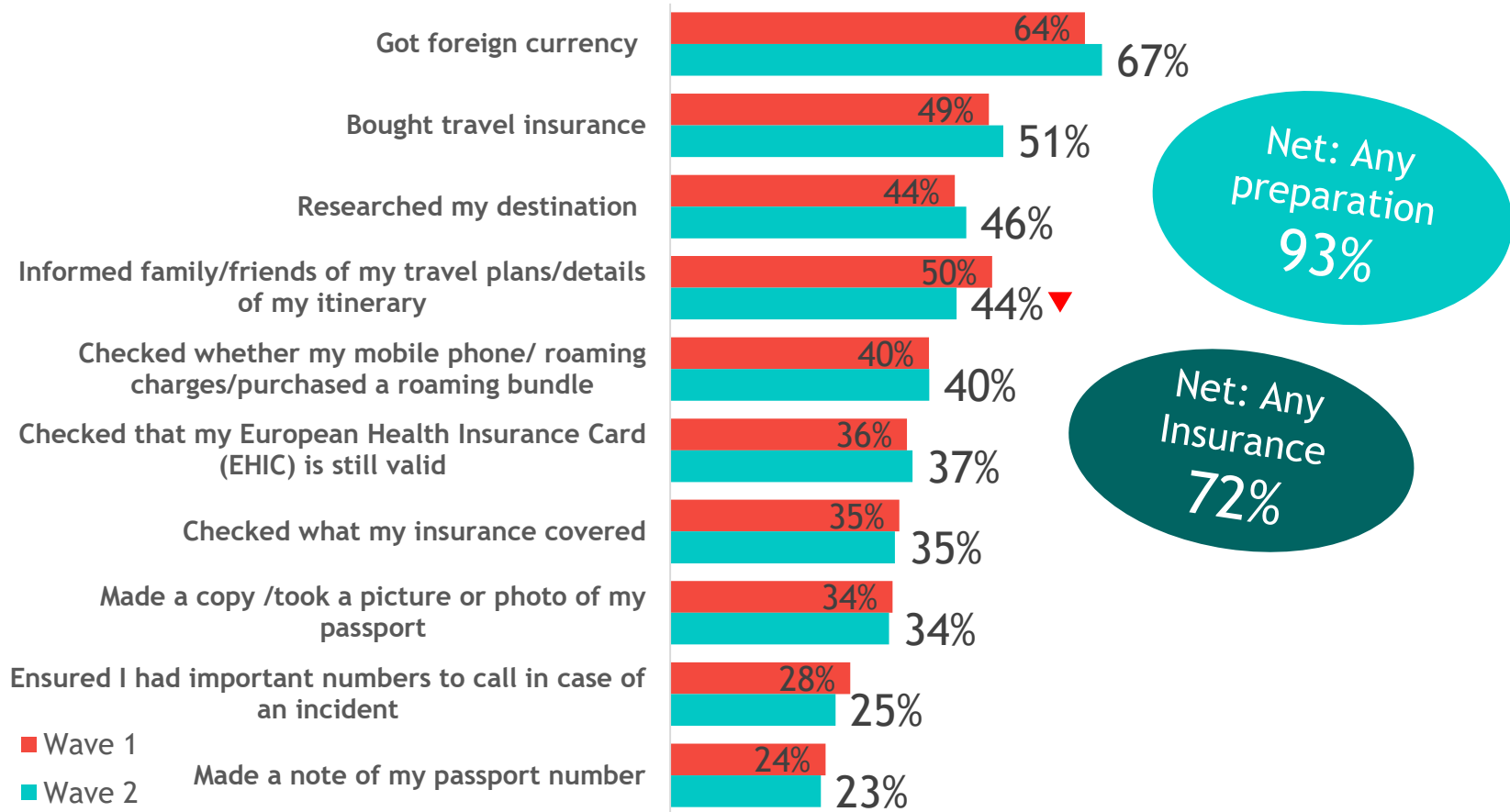
Preparation for travel



Obtaining foreign currency is still the most common preparation (67%) which is now followed by buying travel insurance (51%)

Travelled sample

Types of preparation before a trip abroad (top 10)

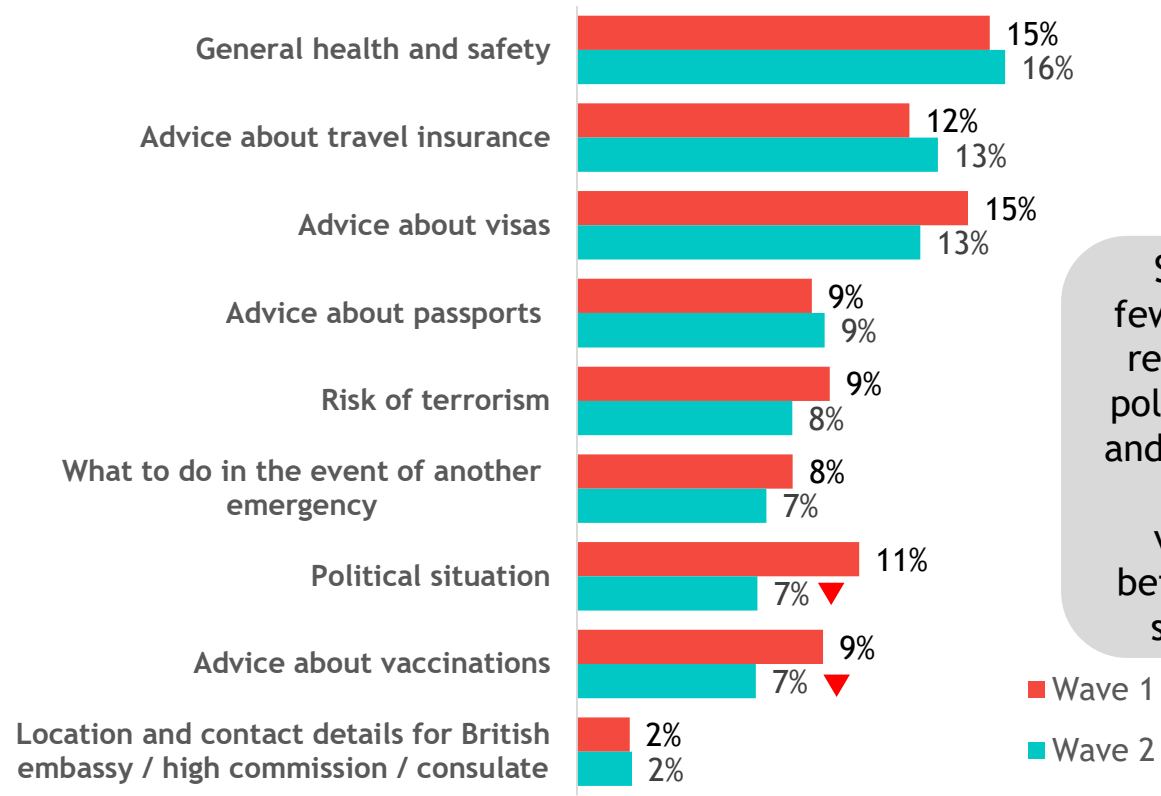
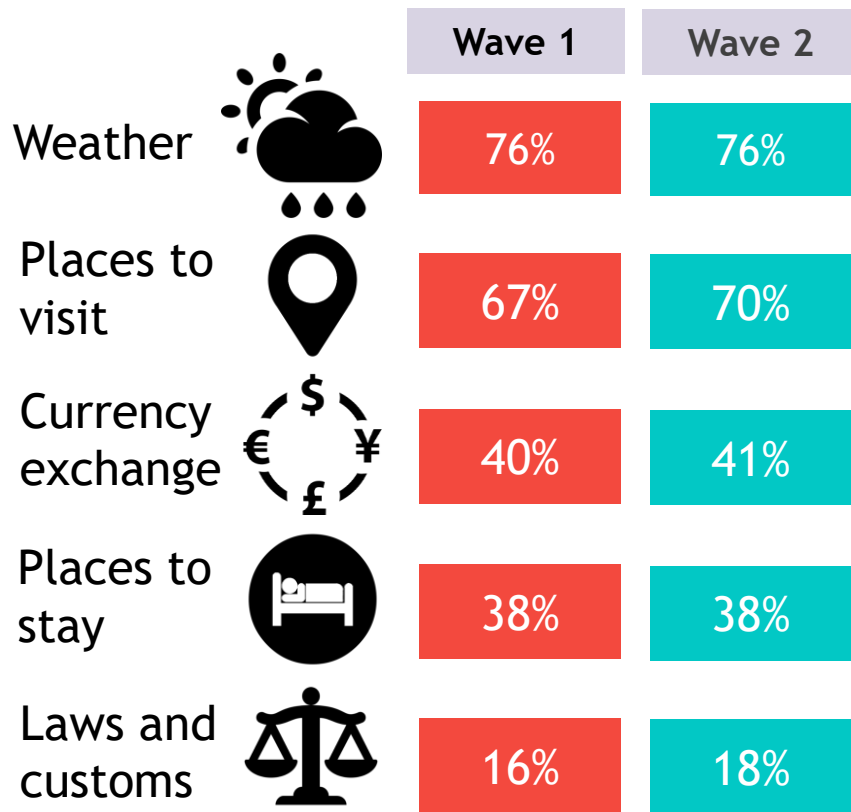


Almost all who went abroad did some preparation before going abroad. Those who went outside of the EU were significantly more likely to have done preparation (95%). Older respondents over 65 were more likely to have done preparation of any kind and significantly more likely to have bought insurance (60% compared to 45% of 18-24 year olds)

Research on the weather and places to visit continue to be the most researched topics prior to travel

Types of information sought before travelling

Travelled sample



Significantly fewer people are researching the political situation and finding advice about vaccinations before travelling since wave 1

■ Wave 1
■ Wave 2

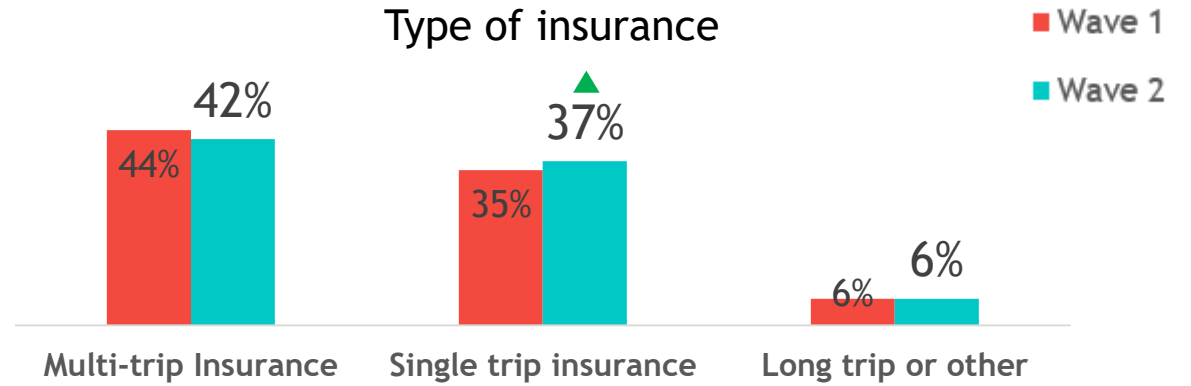
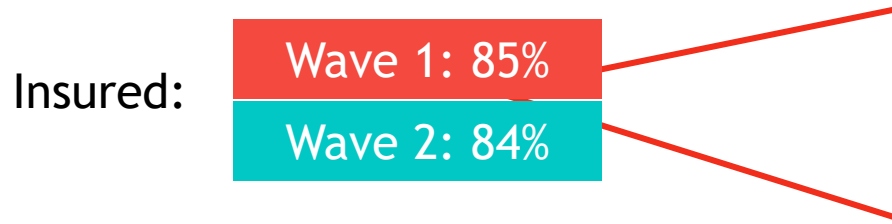
Travel insurance



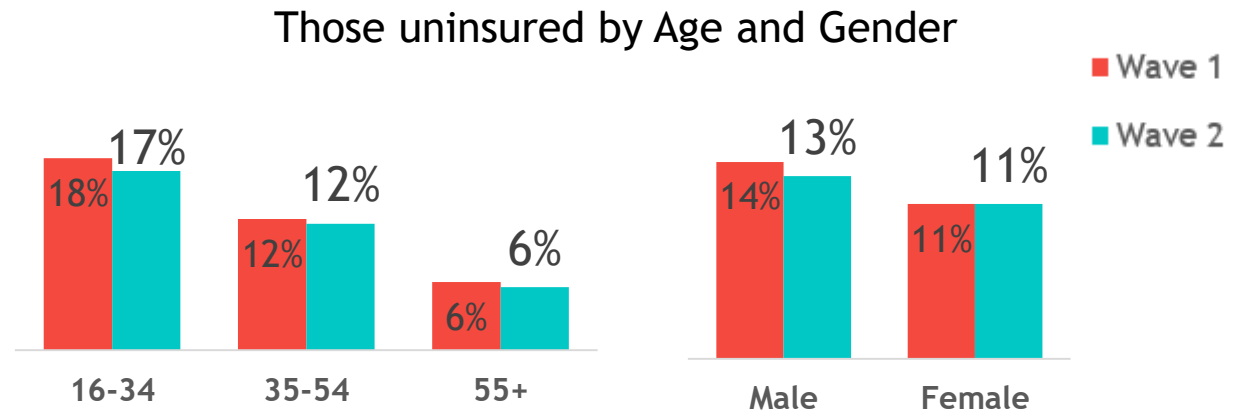
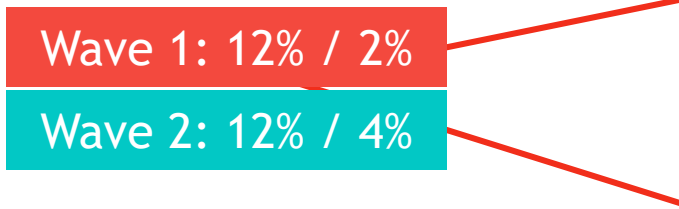
Those without travel insurance remains the same as in Wave 1 and continues to be significantly higher amongst those under 34

Travelled sample

Proportion with insurance last time they went abroad:



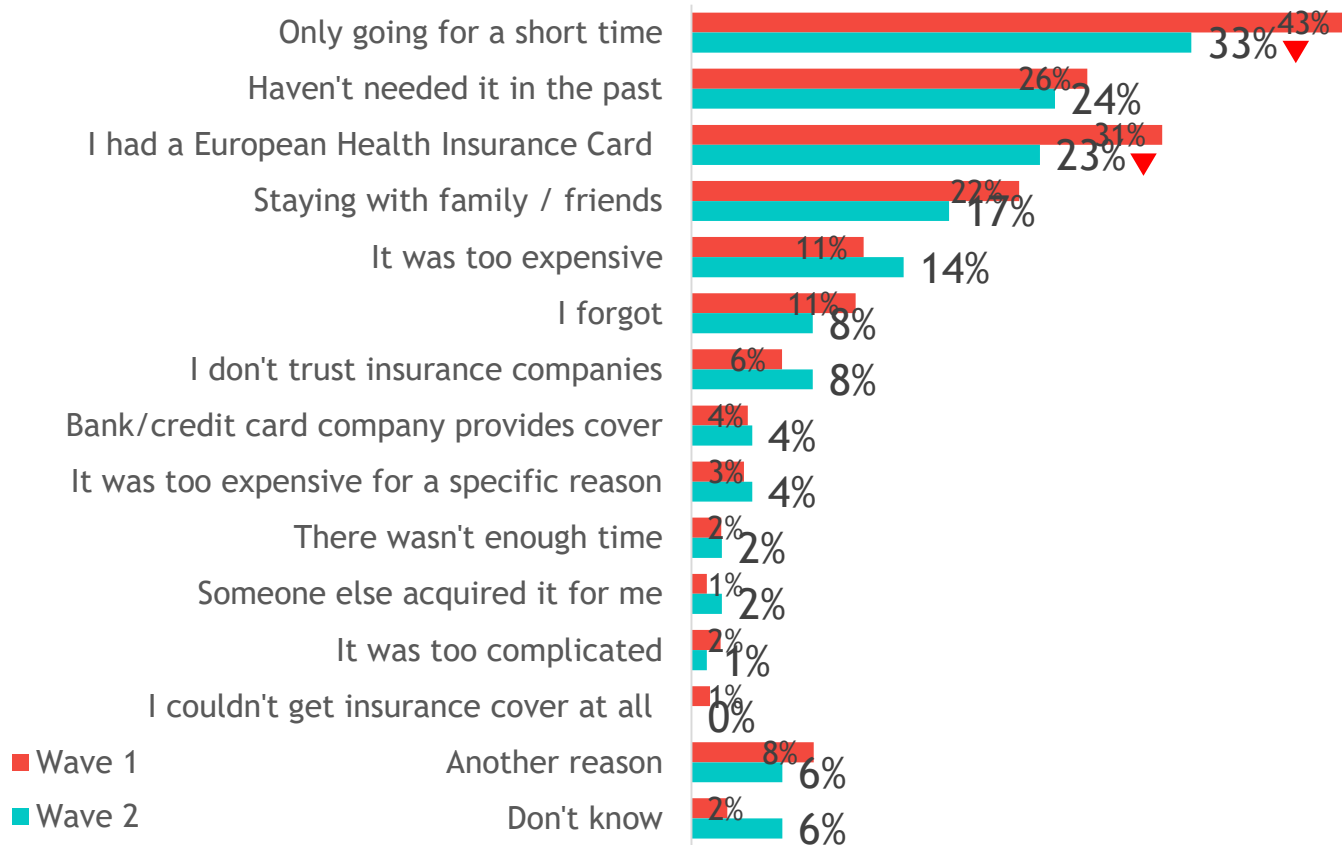
Uninsured/
'Don't know':



Q10a. When you went abroad last time did you have travel insurance? Base: All travelled abroad in the last 12 months (w1 n=1,921) (w2 n=2,068)

A third did not get any travel insurance because they were only traveling for a short time

Reasons for not getting travel insurance



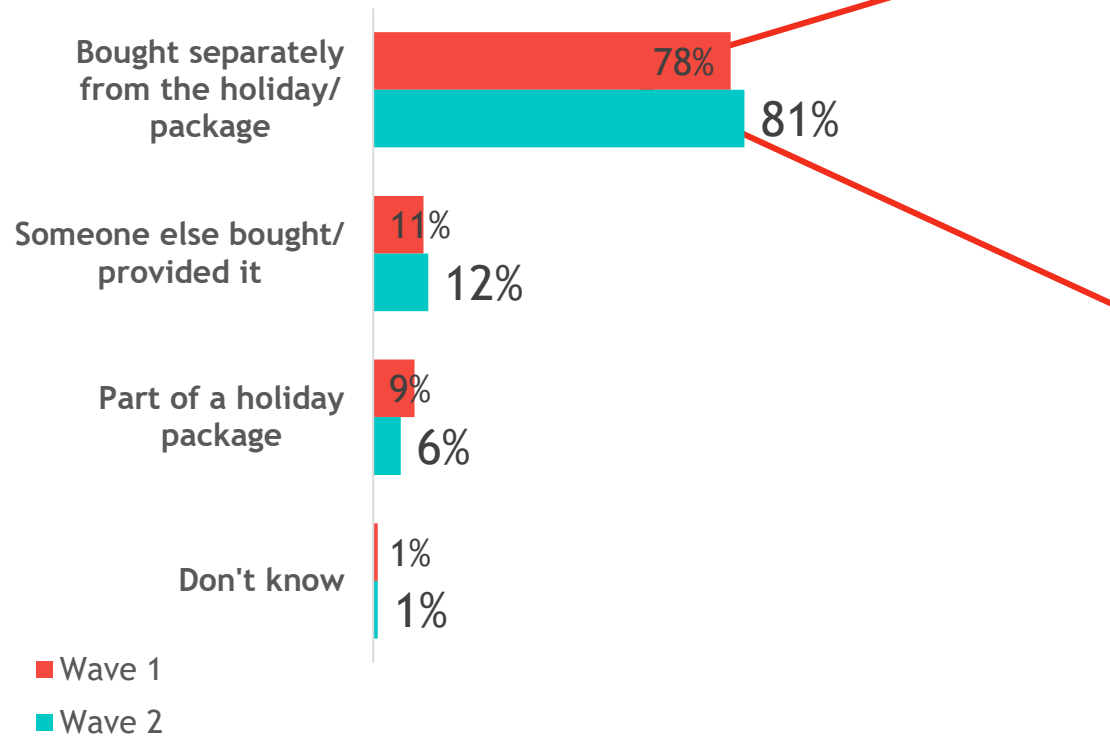
Significantly fewer respondents said it was because 'they were only going for a short time' in wave 2 (43% compared with 33%).

Of those who travelled to a EHC country and didn't have insurance, 27% said it was because they already had an EHC card.

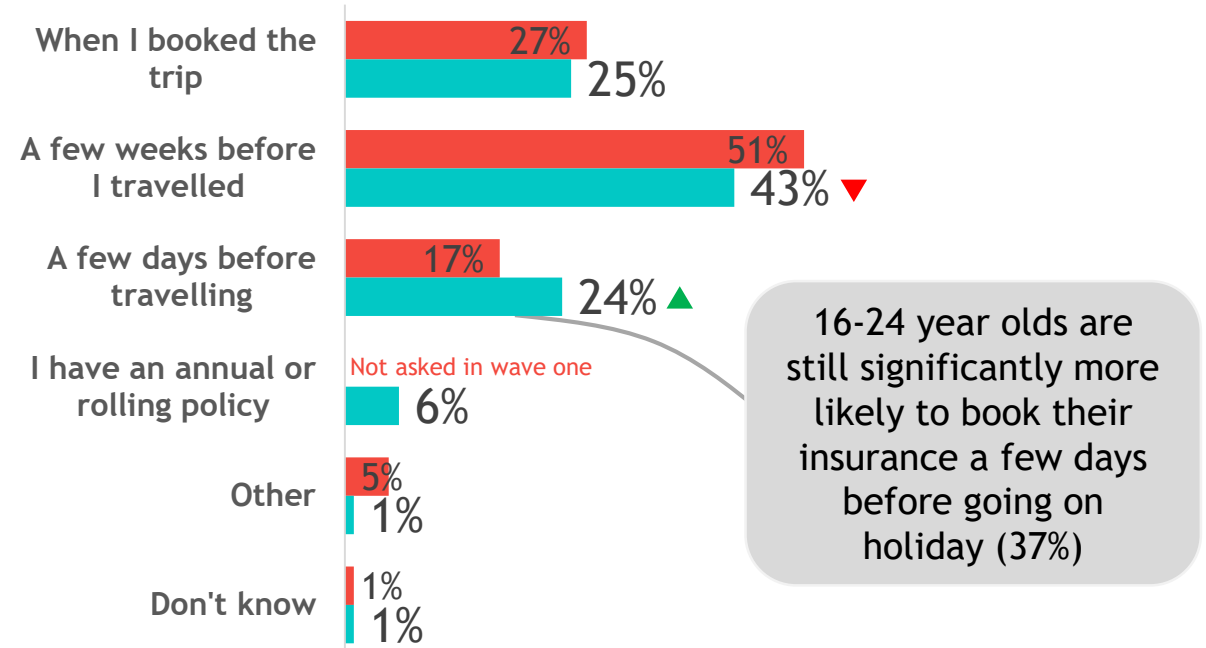
Most respondents (81%) bought their travel insurance separate to their holiday package, and were most likely to book insurance a few weeks before travel

Travelled sample

How insurance was acquired:

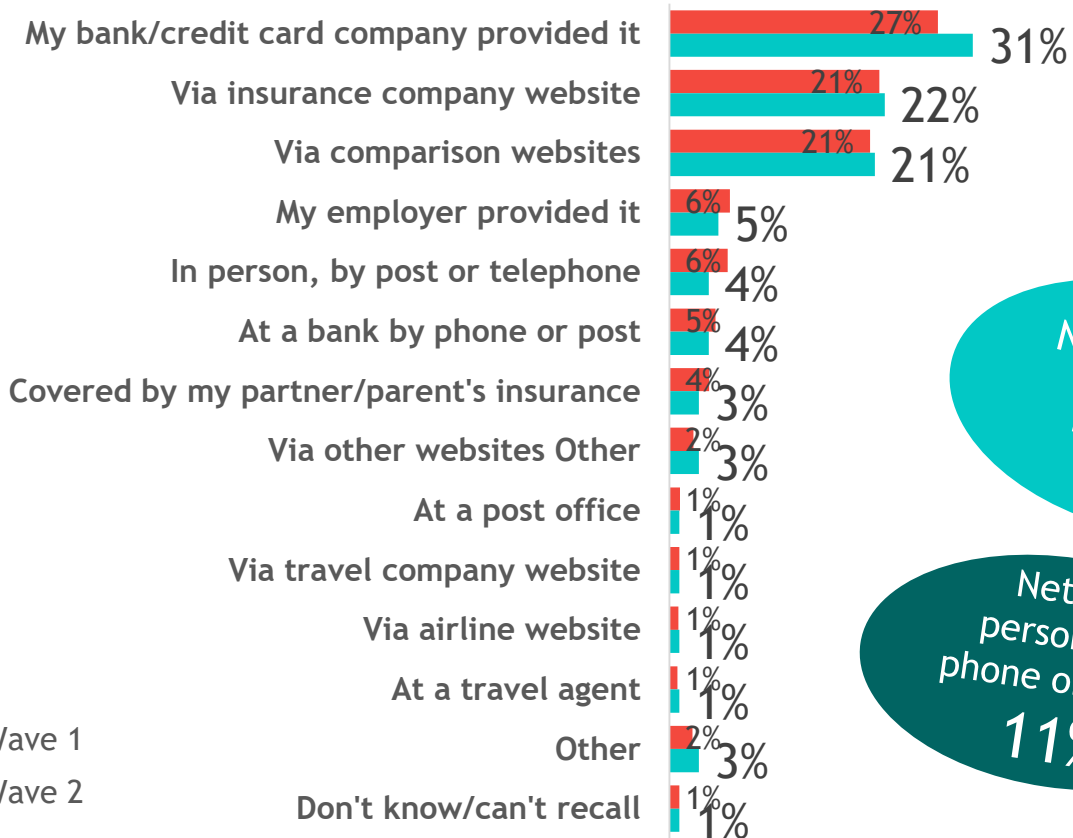


When insurance was booked (of those who did so separately):



Women are significantly more likely to use price comparison websites to purchase insurance

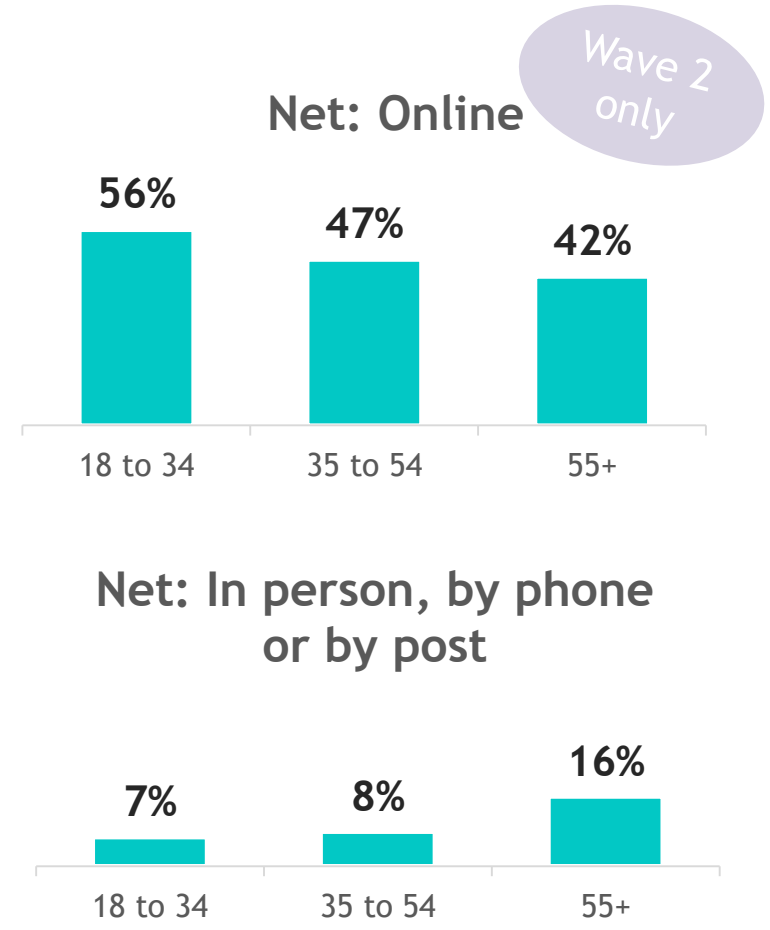
Method of getting travel insurance:



Women are significantly more likely to use comparison websites (25% compared with 18% of men)

Net: online 46%

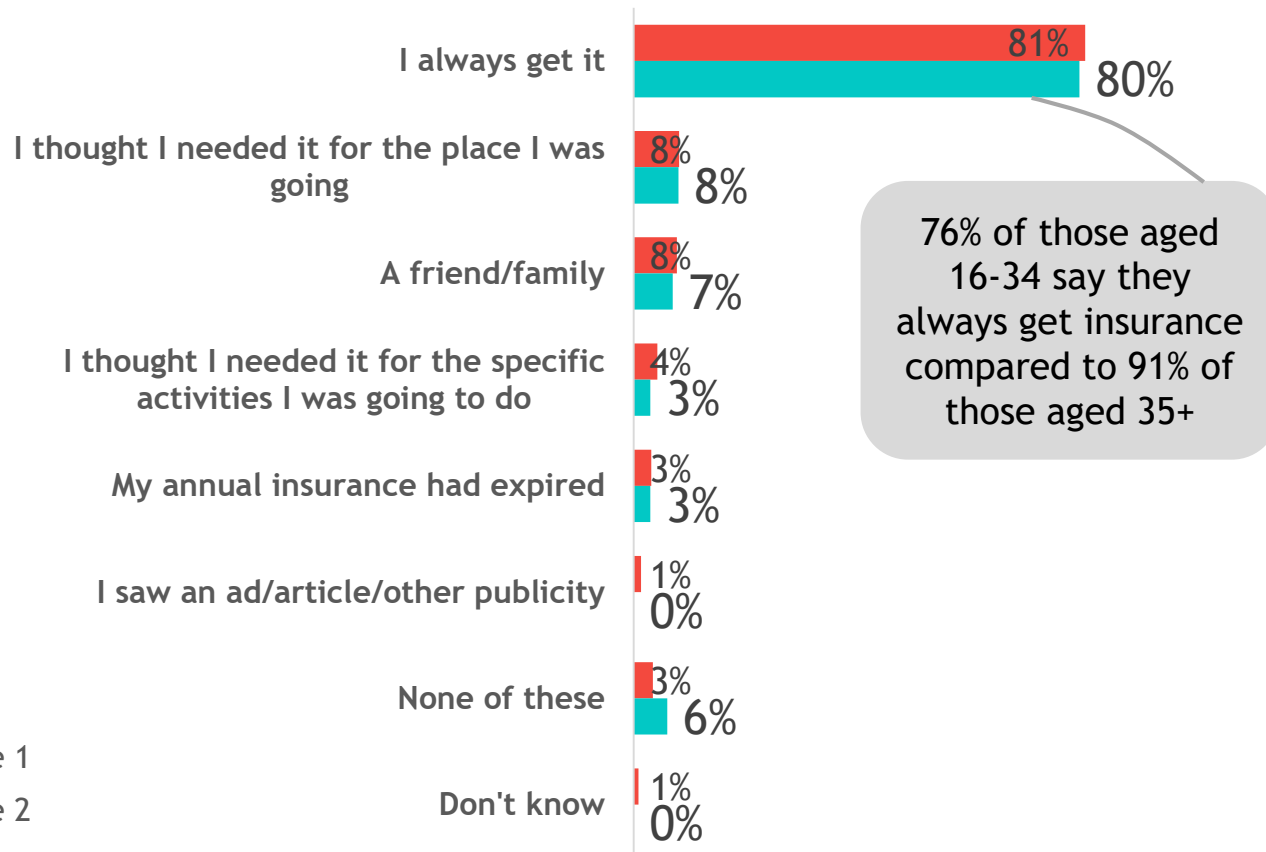
Net: In person, by phone or post: 11%



Travelled sample

Habit continues to be the most common reason given for getting travel insurance

What prompted you to get travel insurance:



Young people are significantly more likely to purchase insurance after being prompted by friends or family (17% of 16-24 year olds compared with 0% over 65). 20% of those who visited a non EHIC country thought they needed it for where they were going, compared to 4% who travelled within an EHIC country.

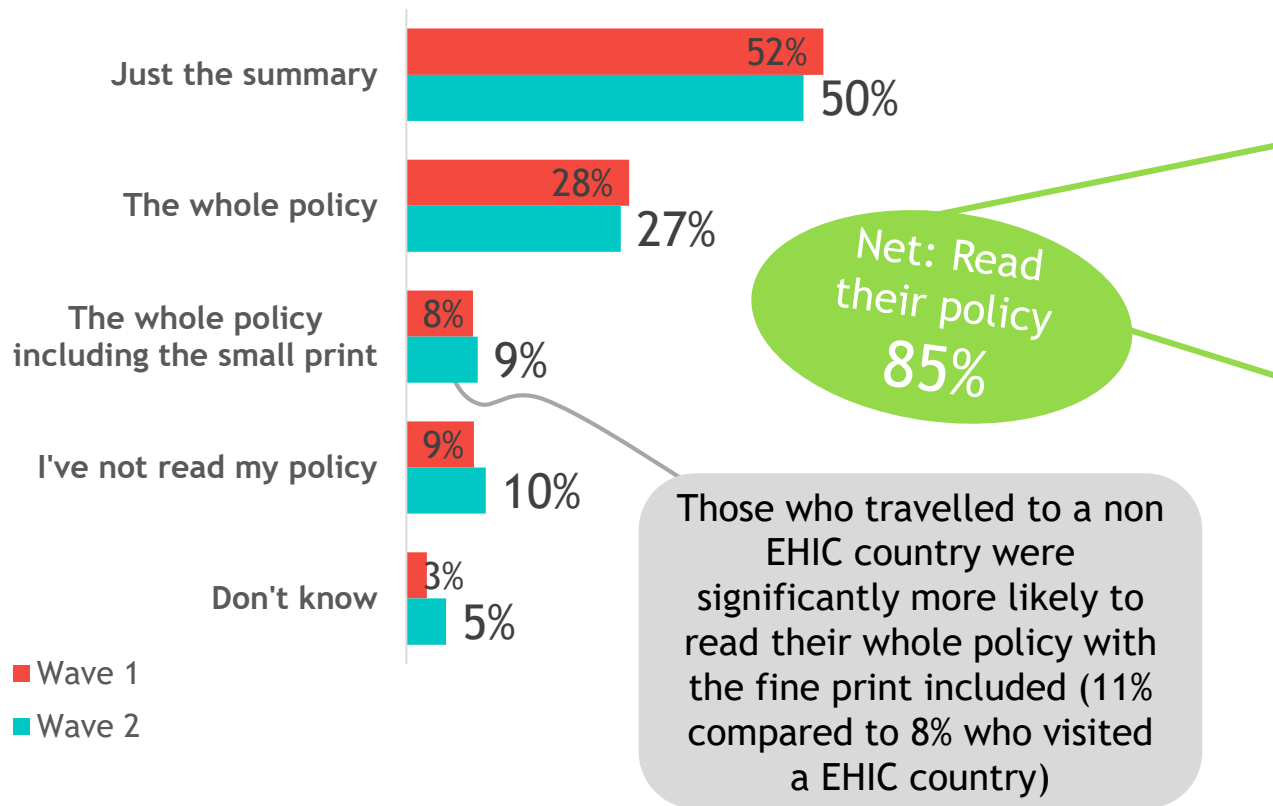
Travelled sample



Almost all (85%) read at least some of their insurance policy, but only 9% read it all

Travelled sample

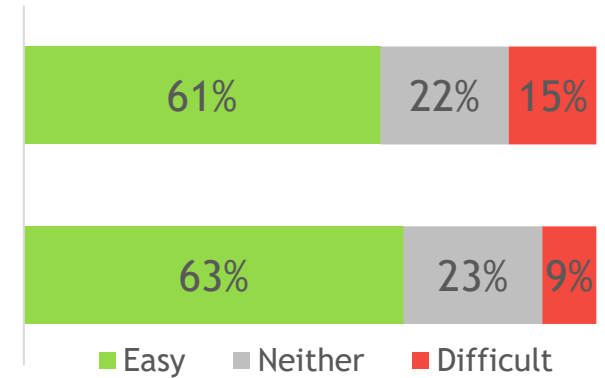
How much they read:



Understanding of the insurance policy:

Understanding what is covered in the insurance

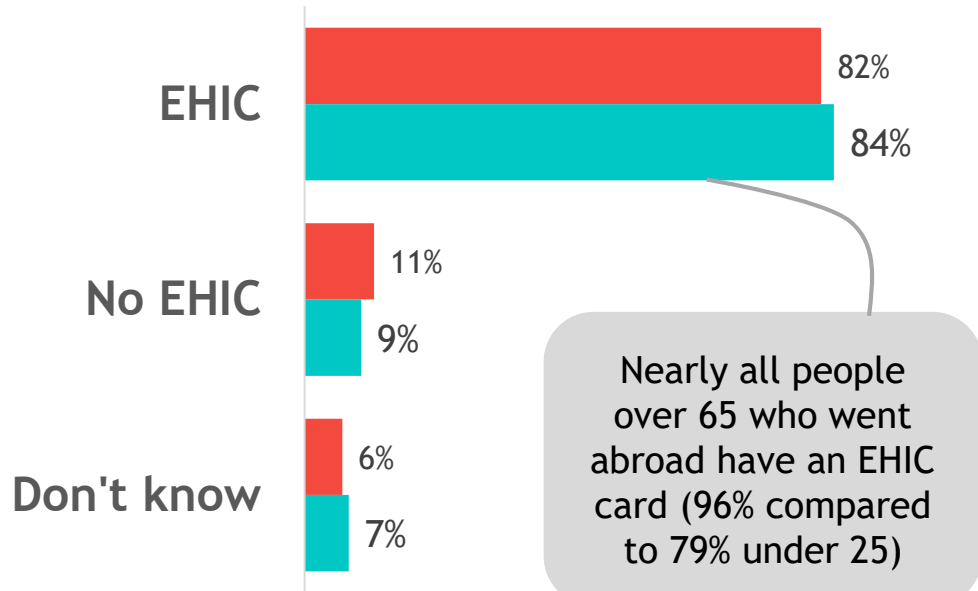
Understanding the steps to claim the insurance



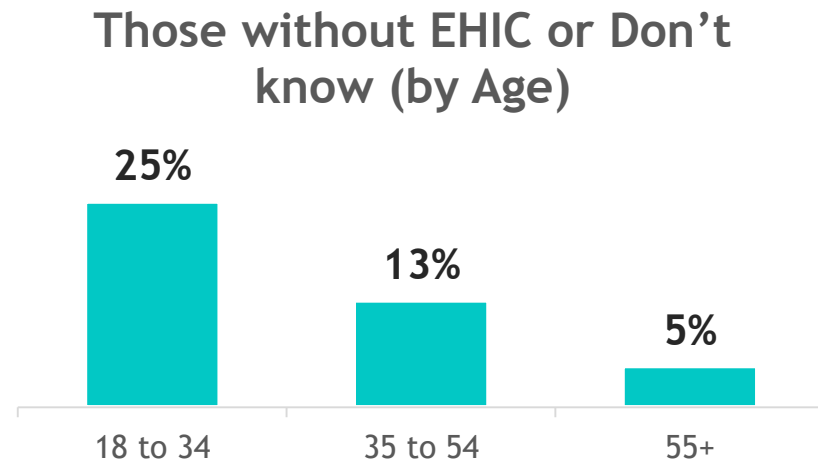
Most people who went abroad have an EHIC card, however young people are the least likely to have one

Wave 2 only

Proportion with EHIC last time they went abroad:



■ Wave 1
■ Wave 2

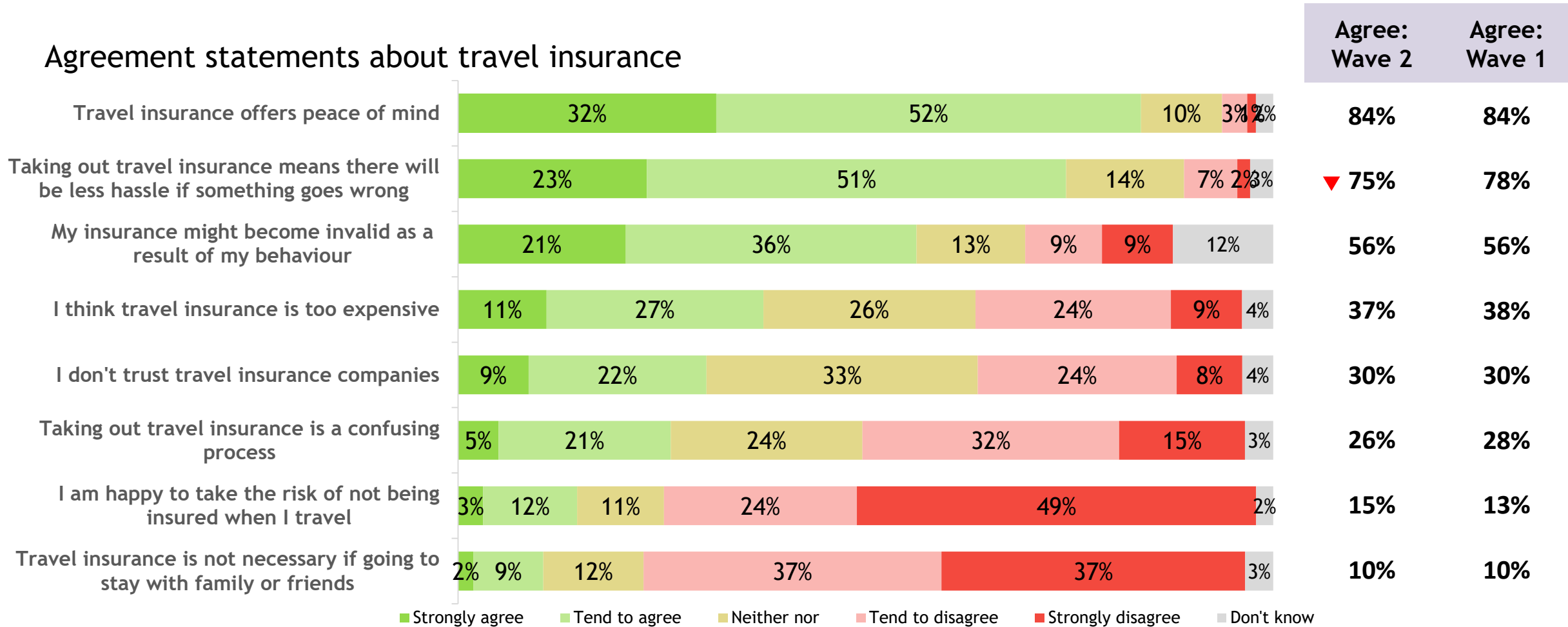


Travelled sample

Three quarters feel travel insurance will mean less hassle if something goes wrong, but over a third (37%) feel it is too expensive

Travelled sample

Agreement statements about travel insurance

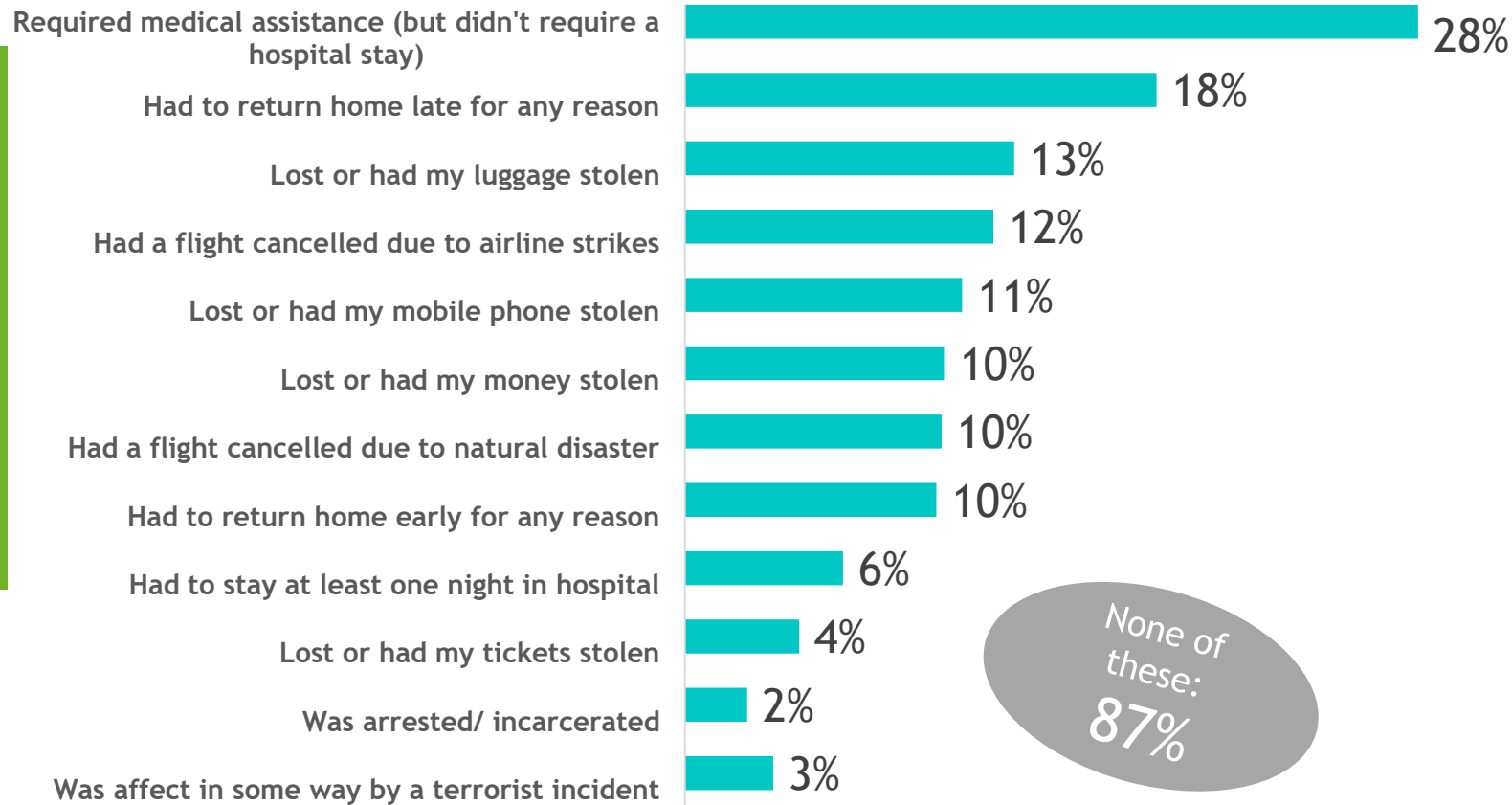


Unexpected
events
abroad



Requiring medical attention was the most likely problem people faced whilst abroad this year

What happened when people last went abroad:



For the small group that had been negatively effected on holiday, for most this was for minor medical care. A third (34%) had lost or had a possession stolen.

Travelled sample

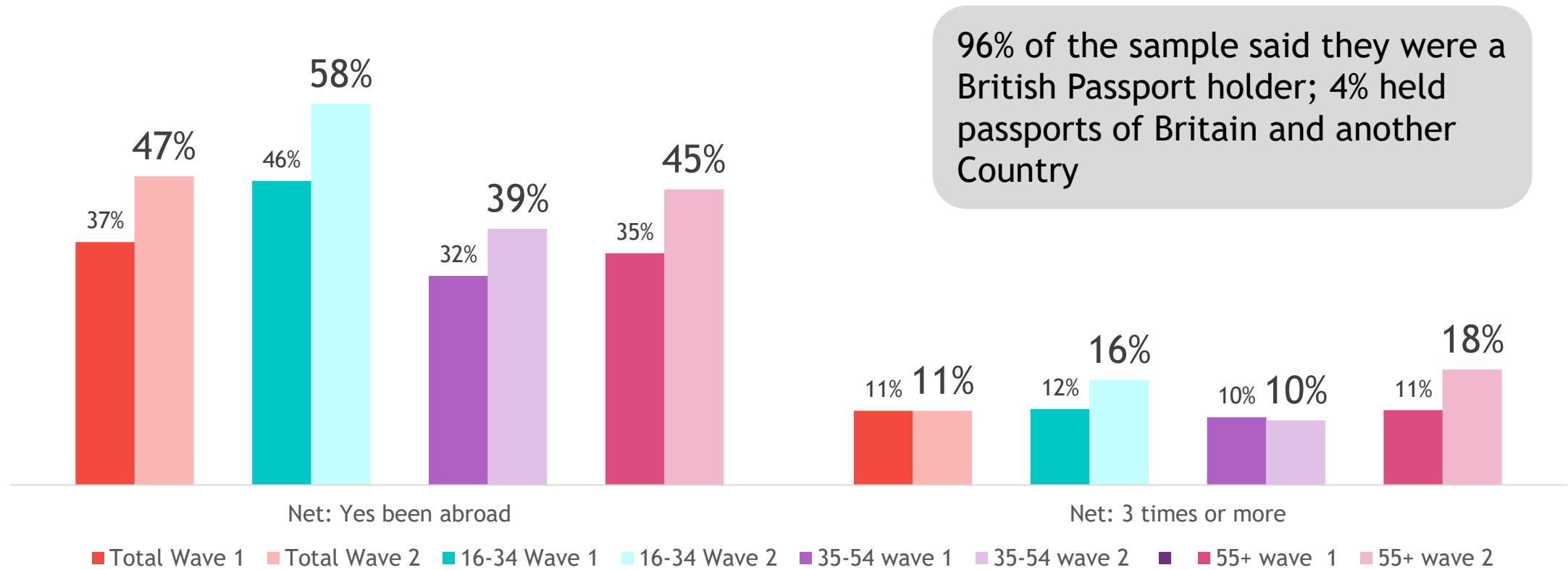
— Annex

The number of British citizens travelling abroad has increased since wave 1 (from 37% to 47%)

Number of times travelled abroad in the last 12 months - by Age

(%)

National sample



Those in social grades ABC1 are more likely to have travelled abroad in the last 12 months, and more likely to travel multiple times

Number of times travelled abroad in the last 12 months - by Social Grade

(%)

National sample

