



The Great Drake Park Duck Race  
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## Travel Agents Share Insights on Post-Pandemic Tourism



MEXICO IS A CURRENT POPULAR TRAVEL DESTINATION | PHOTO COURTESY OF SANDY EWING

by **RONNI WILDE** — CBN Reporter

As the world begins to reopen after our long pandemic shutdown, people are excited to get out and travel again. But as the pros agree, traveling is not as straightforward as it used to be. Staying on top of changing regulations and each destination's unique requirements is no simple task for travelers or travel agents.

"Business is crazy right now, not only with new clients, but because we are also re-booking all those trips we canceled over the last year and a half. That's what makes it crazy, because those people want to use what they couldn't use at the end of 2019 and in 2020," says Sandy Ewing of Bend-based Travel and Unravel, part of Travel Leaders Group. "Bookings in 2019 for 2020 was off the charts; people were traveling like crazy, so to have to cancel and refund or rebook all of those was nuts... I never want to go through that again! Business is getting to that point again where we have lots of people wanting to travel, but because we can't travel the world yet, they are limited. People are ready to go, but I'm booking a lot more for 2022, because they are still waiting to see what will transpire."

Bernie Reumann, manager of Getaways Travel in Bend and Pasadena, California, says business is slow, but seems to be on an upward swing. "Last year didn't exist, and compared to prior years, we have a long way to go to catch up," he says. "Cruises have been 60 percent of our business; we have a pretty loyal following there. People are signing up for 2022 and 2023 cruises, if they can get in. Lots of them are booked up already."

"People are anxious to travel again,"

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## Sunriver's Foundation Keeps Community Moving Forward

by **Kristine Thomas** — CBN Feature Writer

Lauren Copelan understands why people choose to visit Sunriver year-after-year. And why after visiting, some decide to make Sunriver their home. "This community is the right amount of fun, active, relaxed and has a tight-knit community feel," Copelan said.

Along with her fraternal twin Lisa and her husband, Chris, Copelan is the owner of The Fold Craft Pizza and Kitchen in The Village at Sunriver. The owner of restaurants in California has witnessed how food has the magic of bringing people together, something she gets to see daily when people visit her Sunriver restaurant.

The tight-knit community feel is what has helped businesses like hers endure the last year by working together to promote one another. She has volunteered at the Sunriver Music Festival's Swings Fore Strings Golf Tournament and partnered with Hot Lava Bakery.

"Hot Lava freshly bakes the desserts we highlight on our menu," Copelan said. "It gives the bakery customers a place to go after Hot Lava has closed to enjoy a sweet treat."



THE SUNRIVER RESORT RECENTLY COMPLETED THE EXPANSION OF THE COVE | PHOTO BY KRISTINE THOMAS

Copelan has learned while Sunriver is a seasonal place with lots of visitors, there is a large population of locals. "We hope to be a staple in the community for years to come and rely on our local business just as much as the

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## Recreation & Tour Companies Riding the Post-Pandemic Wave

by **RONNI WILDE** — CBN Reporter



THE TETHEROW RESORT GOLF COURSE | PHOTO COURTESY OF DVA ADVERTISING & PUBLIC RELATIONS

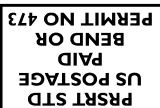
As we bounce back from the pandemic, tourism and recreation are rebounding with a vengeance. Recreation company pros say they have had exceptionally busy spring seasons and that so far, summer is equally as active with tours and bookings. People want to get out and enjoy life again, and they want to do it now!

"So far this summer, we've been slammed! Usually we start to pick up steam around Memorial Day, but

this year we have had guided rides and skills clinics bookings regularly since spring break," says Kirin Stryker, co-owner of Cog Wild bicycle touring company along with her husband, Lev Stryker. "Right now we're above normal levels of tourism. We had to black out availability on Memorial Day and Fourth of July since we don't have enough staff to cover demand." Last spring, Cog Wild took on Cascadia Junior Cycling as its primary market

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# Travel Agents Share Insights

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agrees Carrie Hicks of Papaya Travel Company in Bend. "Before the pandemic hit, Papaya Travel was having the best year yet. We're not back to that pre-pandemic level yet, but business is picking up."

### Current Travel Trends & Concerns

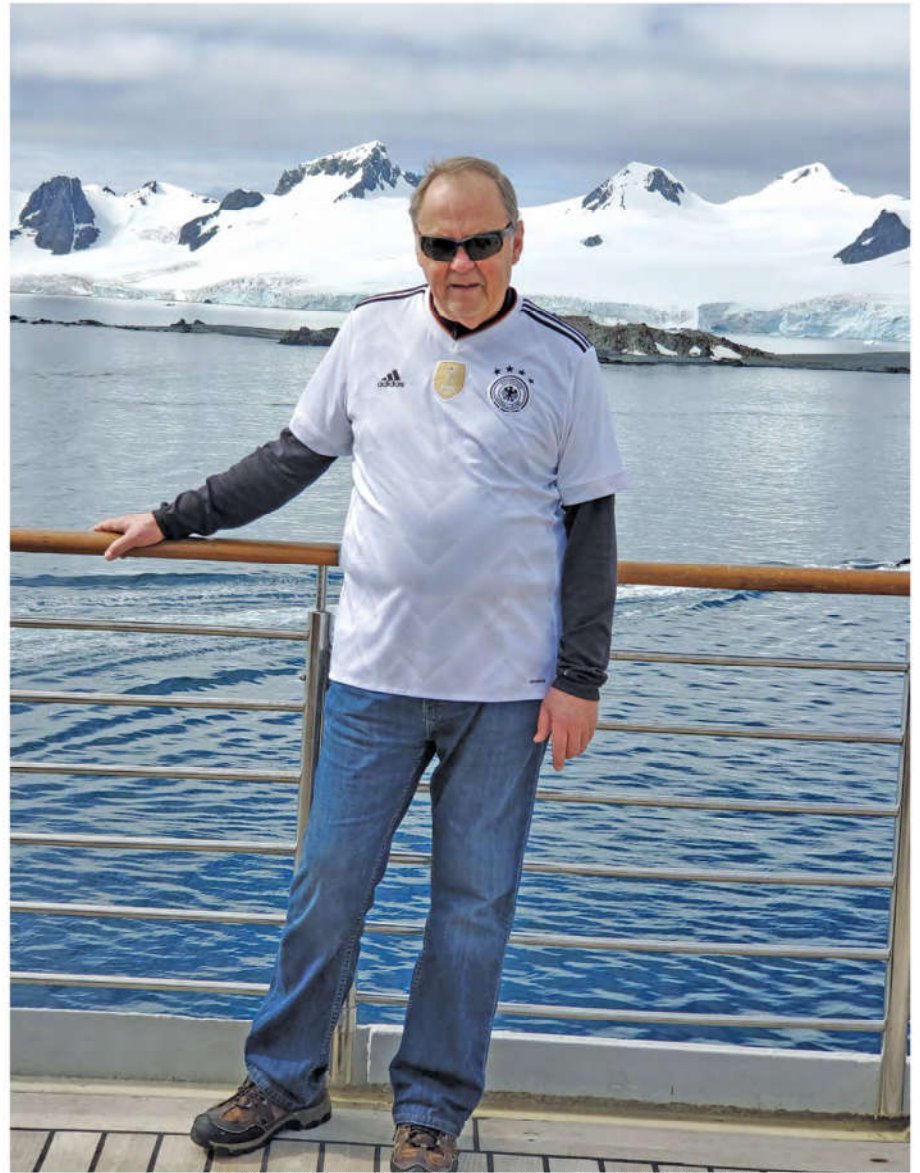
Pre-pandemic, European travel was highly popular, say the pros. But now, because not all of Europe has reopened yet, it's not the hot destination it was before. "We are still facing challenges, because we don't know from one day to the next what's going to be open and what's not," says Reumann, who has been in the travel business since 1977. "For people who like to go to Europe, there seems to be changes every day as to whether or not you can get in. Some countries are still closed up; quite a few, actually."

Other countries that are popular with American tourists but are still closed include South America, New Zealand, Australia, Norway and Japan, Reumann says. "I'm thinking of those because those are places where we've had cruise passengers booked, but they have had to cancel because they can't get into the country." He continues, "The whole thing is a very fluid situation, we are just going one day to the next. It's tough planning a vacation because people don't know what's happening. For example, we are booking for a cruise in Bordeaux, France, and even though the cruise is on, other things on the ground may not be open, so people can't have the full experience. As a result, they are delaying until the next year."

Ewing, who has lived in Bend for 35 years and been in the travel business for 12, agrees that the travel industry is fluid at the moment, and says that the destinations she is booking have changed since pre-pandemic, partly due to the COVID testing requirements. "The vaccine is the big thing: A lot of cruise lines are requiring the vaccine to cruise now, but lots of clients are refusing to get vaccinated. Others have been vaccinated and are going everywhere they can go. It's very individual; there is nothing across the board. Everyone has their own individual concerns. I've booked Hawaii like crazy, but there is anxiousness over being tested. If vaccinated, you no longer have to be tested, but for those who aren't, they have to be tested, and they worry about testing positive and having to reschedule the trip."

Ewing says that those who have been vaccinated can go more places, but for now, Mexico and Hawaii are "off the charts" in terms of bookings. "Pre-pandemic, Europe was all I was booking. But now, I think people just find it easier to go to Mexico, and of course Hawaii, because it's in the U.S. Alaska is also now picking up. That's because the cruise lines are able to start cruising again. In the summertime, cruises are Alaska's bread and butter."

Flying domestically has become easier than it was a few months ago, Reumann says, and most planes within the U.S. are fairly full again. But internationally, there aren't that many flights, he says. "Airlines have not brought back international flights in full. It's a challenge to get people places." Although Hawaii is within the U.S., flying there can still be tricky, he says, because of the three-day COVID test requirement. "People may have to run over to Portland or Salem to get the one-



BERNIE REUMANN OF GETAWAYS TRAVEL | PHOTO COURTESY OF BERNIE REUMANN

day test. Those are the only places where they will guarantee results within three days." He continues, "People don't know if they'll get results in time to leave or not. Some big airports, like San Francisco and Los Angeles, offer testing at the airport."

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## Travel Agents Share Insights

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But if you have one of those done, it can cost you \$250." He adds, "The airlines haven't asked people to show vaccine proof yet."

### The Challenges Faced by Travel Pros

While most are happy that the business of travel has picked up again, the agents agree that their jobs are much more difficult now than they used to be. Knowing how to navigate the constant changes and what to do if there is a problem is challenging.

"There are so many facets to everything; it's changed so much. It's not the same job I did a year a half ago at all," explains Ewing. "The airlines are still allowing you to change tickets without charging a change fee, which has been really good, but usually there is no refund unless you have a first-class ticket. Hotels are still good in refunding if a cancellation is made within 48 hours of the reservation. But suppliers, on the other hand, are asking you to buy travel insurance so that you can get your money back if you cancel, especially if traveling outside of the U.S." Reumann says if he books a cruise and it gets cancelled by the cruise line, the client is not out any money. "They may get a cruise credit rather than cash back, but they won't lose anything," he says.

Despite the efforts made by destinations and suppliers to accommodate travelers, there are many contingencies that must be considered when traveling now. "We have to be careful, even as agents, to really read that fine print," says Ewing.



TOURISM TO MEXICO IS HIGH BECAUSE MUCH OF EUROPE IS STILL CLOSED

Ewing. "Things have changed a lot since pre-pandemic. Some suppliers are giving credits for future travel, but sometimes people don't want to do that. If they are canceling, they are canceling," she says. "This is an ongoing discussion within the travel agent industry. It's not straight across the board; you have to look at every single supplier of what you are booking. They have all instituted different policies with COVID. For example, what happens when someone tests positive while traveling back from Mexico, or what happens if someone gets really sick and has to be hospitalized while traveling? We have to look at who covers what." Ewing says she knows of agents who had clients travel to Mexico, and the clients had to be tested before coming back into the United States. "A couple

of them have tested positive. Some resorts will let you stay if you test positive, but others will charge you. Even if a client has travel insurance, they don't know if the insurance will cover the extra stay charges, or the flight, which may be more expensive by the time they can travel again. There are lots of different scenarios we have to consider. That's why we are professionals at our jobs. We don't just take your money and send you on your way for your vacation; we make sure that all the bases are covered, at least the ones we can cover."

Though travel has gained momentum in recent months, Ewing says that what she has not seen return yet is group travel. "Before, we'd see different clubs book a cruise or a trip to Mexico or Arizona, but now we don't see that as much. We are seeing lots of families traveling together."

### Flying Safety

One question on the minds of most who are traveling again now is what it's like to fly. Hicks says that she hasn't heard about any issues with health or cleanliness on the airlines, but that clients are nervous about what the airlines require. "There are definitely concerns regarding a particular destination's requirements, and whether or not they have everything they need to board the flight," she says.

Ewing has been flying every month since May of 2020, she says, and believes it is safe to do so. "It's neat to see how things have progressed. Every month it gets a little busier. Some clients don't worry at all, but others continually ask me about safety," she says. "You have to reinforce it; I tell my clients exactly what it's like. I tell them where I've been and what it's been like. I try to calm their concerns." She adds, "The good part of the pandemic is that everything is cleaner now, like the planes and the airports. I feel like this is a good thing that has come out of it."



ALASKAN CRUISES ARE ON THE UPSWING AGAIN



HAWAIIAN TRAVEL IS HUGE AT THE MOMENT BECAUSE IT'S WITHIN THE U.S. | PHOTOS COURTESY OF SANDY EWING

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[getawaystravel.net](https://getawaystravel.net) • [facebook.com/carrie.hicks.92](https://facebook.com/carrie.hicks.92)

## Athletic & Fitness Clubs *(Listed Alphabetically)*

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Members	Sq-Feet	Services
Anytime Fitness 915 SW Rimrock Way, Ste. 101 Redmond, OR 97756	541-504-2868	N/A	<a href="http://www.anytimefitness.com">www.anytimefitness.com</a> <a href="mailto:redmond@anytimefitness.com">redmond@anytimefitness.com</a>	Zach Moore, Nicole Hatley	4	2006	N/A	N/A	All facilities offer 24 hour a day key card access & offer free weights, cardio theater, circuit weight training, personal training, pre & post workout supplements.
Anytime Fitness 212 SW Fourth St., Ste. 204 Madras, OR 97741	541-475-7090	N/A	<a href="http://www.anytimefitness.com">www.anytimefitness.com</a> <a href="mailto:madrasor@anytimefitness.com">madrasor@anytimefitness.com</a>	Doug Peterman	3	2008	300	2,800	All facilities offer 24 hours a day key card access, free weights, cardio theater, circuit weight training, personal training & tanning.
Anytime Fitness 1288 SW Simpson, Ste. E Bend, OR 97702	541-389-6063	N/A	<a href="http://www.anytimefitness.com">www.anytimefitness.com</a> <a href="mailto:bendoregon@anytimefitness.com">bendoregon@anytimefitness.com</a>	Justin & Jaden Ritchie	1	2006	500	3650	All facilities offer 24 hour a day key card access & offer free weights, cardio theater, circuit weight training, personal training & tanning. Bend location also offers group exercise classes.
Bend Downtown Athletic Club 550 NW Franklin Ave., Ste. 328 Bend, OR 97703	541-323-2322	N/A	<a href="http://www.benddac.com">www.benddac.com</a> <a href="mailto:bdac@franklincrossing.net">bdac@franklincrossing.net</a>	Kalee Berg, Gary Hughies, David Abramson	5	2007	700	7,000	Adult-only facility strength & cardiovascular training, group fitness classes including body pump, spin, yoga, hitt, piyo & more. Certified personal trainers, small group training. Men's & women's locker rooms. Small business corporate rate. On the third floor of the Franklin Crossing Building.
Bend Rock Gym 1182 SE Centennial Ct., 1134 SE Centennial Ct. Bend, OR 97702	541-388-6764	Same as phone	<a href="http://www.bendrockgym.com">www.bendrockgym.com</a> <a href="mailto:info@bendrockgym.com">info@bendrockgym.com</a>	Rich Breuner	36	2010	2,000	30,000 Total between 3 facilities	Tall, overhanging & vertical walls along with a bouldering gym & 17 autobelay. Full fitness & yoga amenities. Youth after school & summer camp programs. All levels of indoor & outdoor instruction.
DynaCore Fitness 494 SW Veterans Way, Ste. 1 Redmond, OR 97756	541-526-8244	N/A	<a href="http://www.dynacorefitness.com">www.dynacorefitness.com</a> <a href="mailto:info@dynacorefitness.com">info@dynacorefitness.com</a>	Denys Middleton	5	2012	325	10,000	24-hour access fitness facility, personal training, group training, supplementation sales.
Fitness 1440 1569 NE Second St. Bend, OR 97702	541-389-2009	N/A	<a href="http://www.fitness1440.com">www.fitness1440.com</a> <a href="mailto:info@fitness1440.com">info@fitness1440.com</a>	Steven Moyer	1	2011	N/A	23,000	Weight room, basketball, spinning studio, aqua aerobics, juice bar, personal trainers, Kenpo, boxing, kickboxing, pilates, Super Abs, separate men's & women's saunas & Jacuzzi, Nautilus, aerobics, yoga, racquetball, tanning & childcare.
inMotion Training Studio 1279 NE Second St. Bend, OR 97701	541-382-6313	N/A	<a href="http://www.inmotionbend.com">www.inmotionbend.com</a> <a href="mailto:info@inMotionBend.com">info@inMotionBend.com</a>	Shannon Segestrom	2	2005	75	3,200	Personal training, bootcamp, corporate training, TPI golf fitness, sports performance, nutrition & weight loss, challenges, supplements.
Juniper Swim & Fitness Center 800 NE Sixth St. Bend, OR 97701	541-389-7665	N/A	<a href="http://www.juniperswimandfitness.com">www.juniperswimandfitness.com</a> <a href="mailto:info@bendparksandrec.org">info@bendparksandrec.org</a>	Sue Glenn	150	1949	8,000	80,000	50-meter indoor/outdoor pool, 25-meter indoor pool, indoor children's pool, outdoor family activity pool, fitness center, fit studio (functional training room), indoor cycling room, yoga studio, pilates studio, group exercise room, spa, sauna, steam room, 250+ weekly fitness classes, swim lessons for all ages & levels, masters swim program, child care, full locker room facilities.
LIFT Fitness Studio 514 NW Franklin Ave. Bend, OR 97703	541-550-7822	N/A	<a href="http://www.schlieslift.com">www.schlieslift.com</a> <a href="mailto:cornelius@schlieslift.com">cornelius@schlieslift.com</a>	Cornelius Edison	5	1972	250	7,000	Group HIIT training, Cycle & personal training.
Madras Athletic Club 123 SW J St. Madras, OR 97741	541-475-9369	N/A	<a href="http://madrasathleticclub.com">madrasathleticclub.com</a> <a href="mailto:madrasathleticclub@yahoo.com">madrasathleticclub@yahoo.com</a>	Pedro & Kim Morales	10	1993	850	11,000	24 hr., steam & dry sauna access, free weights, Nautilus fitness center, Sibetz treadmill, kickboxing, aerobics, tanning beds, martial arts, childcare & espresso bar, racket ball, personal trainers & sauna. basketball & volleyball court & Zumba studio. Full service salon including hair station, pedicures & manicures & massage & steam rooms.
Norm's Xtreme Fitness Center 120 W Third St. Prineville, OR 97754	541-416-0455	Same as phone	<a href="http://www.normsxtremefitness.com">www.normsxtremefitness.com</a> <a href="mailto:normsxtreme@bendbroadband.com">normsxtreme@bendbroadband.com</a>	Norm Smith	1	1999	400	8,000	Fitness center, tanning beds, sauna, aerobics, special rates for seniors & students, veteran specials.
Prineville Athletic Club 211 N Main St. Prineville, OR 97754	541-447-4878	541-447-3692	<a href="http://www.prinevilleathleticclub.com">www.prinevilleathleticclub.com</a> <a href="mailto:prinevilleathleticclub@gmail.com">prinevilleathleticclub@gmail.com</a>	Brooke Smith	4	1988	550	10,000	Fitness classes, free weights, circuit training, Nautilus, Climbmax aerobic machines, spinning bikes, treadmills, Stairmasters, yoga, personal training & bikes.