February 25, 2022

# Experience Insights & Trends Report #18

Events Radar	Start Date
Sydney Gay and Lesbian Mardi Gras	18/02 - 6/03/22
Aotearoa NZ Festival of the Arts 2022	21/02 - 20/03/22
Gartner CIO Leadership Forum (Americas)	28/02/22
MWC Barcelona	28/02/22
This Way Up: Melbourne's Advertising Festival of Creativity	2/03/22
Cloud EXPO Europe	2/03/22
CIO Summit NZ	14/03/22
Adobe Summit	17/03/22

## Enthusiasm abounds for brands and industries with **signs of a strong re-emergence** from the Omicron wave

#### Live events begin to drop restrictions and protocols

COVID restrictions are rapidly loosening as Omicron wanes, and major events are updating their protocols accordingly.

- <u>Victoria and NSW ease Covid restrictions</u> but indoor mask mandates remain
- Coachella and Stagecoach festivals drop all COVID-related restrictions
- Oscars: COVID- 19 vaccination will not be required for in-person attendees
- First large Las Vegas convention quickly adapts without mask mandate

### Dark stores and ghost kitchens are reshaping brick-and-mortar

Business owners and brands continue to attempt to adapt to evolving consumer behaviors with "ghost" spaces in storefronts and restaurants.

- 10-minute dash: New startups join fast delivery race
- Online Shopping Is Reshaping Real-World Cities with Dark Stores
- Wingstop CEO: Ghost kitchens are coming
- The growth of ghost kitchens, and what makes them work

### Travel is back as cases drop, restrictions ease, and fear subsides

As case numbers decrease and protocols ease, consumers are booking travel and trips at a higher rate than at any point during the pandemic.

- <u>'Welcome back world!': Australia fully</u> reopens borders after two years
- <u>'Strong influx of bookings' from the US</u> since Australian borders reopened
- Tourism bookings up 30pc as families venture out
- <u>Dismay for NZ tourism industry as</u> <u>Australia opens its border</u>

#### This week's "out-there" experiences

Brands and marketers continue to push the boundaries of physical and digital experiences, with new and creative executions popping up across the globe.

- Godiva says 'treat yourself' with 20 foot-tall chocolate box activations
- New master-planned communities will let fans 'be part of Disney all of the time'
- NBA introduces 'Metaverse Coach' at tech summit, and details future fan experiences

#### The Super Bowl rebounds with high ratings and engagement

After a down year, the Super Bowl drew huge viewing, advertising and social numbers—a significant sign that viewing and consumption habits are rebounding from a pandemic-induced downturn.

- Super Bowl ratings rebound in a big way for the NFL and NBC
- Super Bowl LVI Sees Advertising Boom as Marketers Get Back in the Game
- NFL sets social records for Super Bowl

130%

projected increase in travel bookings over the Easter holiday period

Source: World Travel and Tourism Council

