Q1 How would you classify your organisation?

Answered: 11 Skipped: 0

Municipal Authority...

Association

Regional Government

Thermal Water Establishment...

Thermal Water Establishment...

Academic

Museum or cultural...

Other (please specify)

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

ANSWER CHOICES RESPONSES

Municipal Authority (Town) 11 / 40 100.00% 11

Association

Regional Government

Thermal Water Establishment - Leisure only 11 / 40 100.00% 11

Thermal Water Establishment - Medical only 0 / 40 0.00% 0

Thermal Water Establishment - Leisure and medical 0 / 40 0.00% 0
European Historic Thermal Towns - during and after COVID-19 pandemic

Q2 Some Background Information

Answered: 11 Skipped: 0

ANSWER CHOICES RESPONSES

Your Country

Your organisation

Your Name

Position in your Organisation

Your email address
Q3 Is your Organisation a Member of EHTTA?

Answered: 11 Skipped: 0

Yes
No

Would like to join

ANSWER CHOICES RESPONSES

<table>
<thead>
<tr>
<th>Answer</th>
<th>Percentage</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>63.64%</td>
<td>7</td>
</tr>
<tr>
<td>No</td>
<td>18.18%</td>
<td>2</td>
</tr>
<tr>
<td>Would like to join</td>
<td>18.18%</td>
<td>2</td>
</tr>
</tbody>
</table>

TOTAL 11
Q4 What was the size of your organisation at 1st March 2020?

Answered: 11 Skipped: 0

- 0-10 employees
- 11-50 employees
- 51-100 employees
**Q5** Approximately how many of your staff are volunteers?

Answered: 11 Skipped: 0

<table>
<thead>
<tr>
<th>Number of Employees</th>
<th>Percentage</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-10 employees</td>
<td>18.18%</td>
<td>2</td>
</tr>
<tr>
<td>11-50 employees</td>
<td>9.09%</td>
<td>1</td>
</tr>
<tr>
<td>51-100 employees</td>
<td>18.18%</td>
<td>2</td>
</tr>
<tr>
<td>&gt; 500 employees</td>
<td>27.27%</td>
<td>3</td>
</tr>
</tbody>
</table>

**Total: 11**
Total Respondents: 11

Q6 Have the daily activities of your organisation been affected by COVID-19

Answered: 11 Skipped: 0

Yes 100.00% 11
No 0.00% 0

Q7 If yes, when did the disruption start?

Answered: 11 Skipped: 0

Before March 1st

March 2-8

March 9-15

March 16-22
March 23-30

After March 31st

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

ANSWER CHOICES RESPONSES

Before March 1st
  9.09% 1

March 2-8
  18.18% 2

March 9-15
  54.55% 6

March 16-22

TOTAL 11
Q8 Do you have any idea of when your organisation might return to normal working, and if so, when?

Answered: 11 Skipped: 0
Q9 How many of your staff are working remotely at the moment due to the current crisis?

Answered: 11 Skipped: 0

All

More than half

Less than half

None

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

ANSWER CHOICES RESPONSES

<table>
<thead>
<tr>
<th>All</th>
<th>9.09% 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>More than half</td>
<td>36.36% 4</td>
</tr>
<tr>
<td>Less than half</td>
<td></td>
</tr>
</tbody>
</table>

TOTAL 11
Q10 What long term changes have you made or do you expect to have to make?

Answered: 11 Skipped: 0

Discontinuing some project...

Discontinuing some project...
Discontinuing all projects...

Permanently ending the...

Loss of private funding

Loss of public funding

Loss of other funding
Looking for funding from...

Applying for emergency...

<table>
<thead>
<tr>
<th>YES NO N/A TOTAL WEIGHTED</th>
<th>AVERAGE</th>
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</thead>
<tbody>
<tr>
<td>Discontinuing some projects temporarily</td>
<td>0.82% 9.09%</td>
</tr>
<tr>
<td>Discontinuing some projects permanently</td>
<td>0.9% 9.09%</td>
</tr>
<tr>
<td>Discontinuing all projects temporarily</td>
<td>0.9% 9.09%</td>
</tr>
<tr>
<td>Permanently ending the organisation’s activities</td>
<td>0.9% 9.09%</td>
</tr>
<tr>
<td>Loss of private funding</td>
<td>0.18% 72.73%</td>
</tr>
<tr>
<td>Loss of public funding</td>
<td>0.9% 72.73%</td>
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<tr>
<td>Loss of other funding</td>
<td>9.09% 11 1.80</td>
</tr>
<tr>
<td>Looking for funding from new sources</td>
<td>9.09% 11 1.80</td>
</tr>
</tbody>
</table>
| Applying for emergency funding from your government, if offered | 0.0%
European Historic Thermal Towns - during and after COVID-19 pandemic

Yes No N/A

SurveyMonkey
Q11 Are any of the thermal establishments in your town open in any way? If so, please briefly describe the current thermal activity.

Answered: 10 Skipped: 1
Q12 Have you recently started NEW online activity in your organisation?

Answered: 11 Skipped: 0  
Total Respondents: 11

13 / 40 Yes No  
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%  
ANSWER CHOICES RESPONSES  
Yes  
No  
90.91% 10  
9.09% 1

Q13 If so, what type of activity?

Answered: 11 Skipped: 0

Online tours

New social media accounts

Blogs

Video Blogs

Competitions

Newsletters

Surveys

Social media campaigns

Webinars

Online learning...
Other (please specify)
Q14 Have you seen any increase in the amount of followers etc on social media since the start of the pandemic?

Answered: 11 Skipped: 0
Total Respondents: 11

Yes
No
Don't know
If yes, what kind of...
Q15 Please tell us your official accounts for

Answered: 9 Skipped: 2
European Historic Thermal Towns - during and after COVID-19 pandemic
Q16 What hashtags are you using on social media at the moment?

Answered: 8 Skipped: 3
Q17 Have you increased your online activity as a result of the COVID-19 crisis?

Answered: 11 Skipped: 0

ANSWER CHOICES RESPONSES

Yes 81.82% 9
No 18.18% 2

TOTAL 11
Q18 What online activities does your organisation conduct? Have they increased, decreased, or recently been added?

Answered: 11 Skipped: 0
Blogs/Video
Blogs

Online Tours

Newsletters

Surveys
European Historic Thermal Towns - during and after COVID-19 pandemic

Competitions

Webinars/online training

Other
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<td>55.56%</td>
</tr>
<tr>
<td>Decreased</td>
<td>0.00%</td>
</tr>
<tr>
<td>Neither</td>
<td>11.11%</td>
</tr>
<tr>
<td>Increased nor Decreased</td>
<td>33.33%</td>
</tr>
<tr>
<td>Recently</td>
<td>0.00%</td>
</tr>
<tr>
<td>Not Decreased</td>
<td>0.00%</td>
</tr>
<tr>
<td>Added</td>
<td>0.00%</td>
</tr>
<tr>
<td>Relevant</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

TOTAL

Blogs/Video Blogs: 5
Online Tours: 0
Newsletters: 1
Surveys: 0
Competitions: 3
Webinars/online training: 9
Other: 0
Q19 Is your organisation in need of digital skills/development
Q20 Has there been an increase of online visitors to your website or social media pages since the Covid-19 crisis began?

Yes 87.50% 7

No

TOTAL 8
Q21 Are you aware of/interacting with the following EHTTA online activities?

Answered: 11 Skipped: 0
Facebook

Twitter

Instagram

YouTube
<table>
<thead>
<tr>
<th>Interaction</th>
<th>Pinterest</th>
<th>0%</th>
<th>10%</th>
<th>20%</th>
<th>30%</th>
<th>40%</th>
<th>50%</th>
<th>60%</th>
<th>70%</th>
<th>80%</th>
<th>90%</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not aware</td>
<td>TOTAL</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Check in occasionally</td>
<td>TOTAL</td>
<td></td>
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<td></td>
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<td></td>
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<td>Regular interaction</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Always like/follow posts</td>
<td>TOTAL</td>
<td></td>
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<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Always share to our social media and followers</td>
<td>TOTAL</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Action                          | ebook     |    |     |     |     |     |     |     |     |     |     |      |
|                                 | Instagram |    |     |     |     |     |     |     |     |     |     |      |
|                                 | Tube      |    |     |     |     |     |     |     |     |     |     |      |
|                                 | Rest      |    |     |     |     |     |     |     |     |     |     |      |

ALWAYS SHARE TO OUR SOCIAL MEDIA AND FOLLOWERS
ALWAYS SHARE TO OUR SOCIAL MEDIA AND FOLLOWERS
ALWAYS SHARE TO OUR SOCIAL MEDIA AND FOLLOWERS 0.00%
ALWAYS SHARE TO OUR SOCIAL MEDIA AND FOLLOWERS 0.00%
ALWAYS SHARE TO OUR SOCIAL MEDIA AND FOLLOWERS 0.00%
ALWAYS SHARE TO OUR SOCIAL MEDIA AND FOLLOWERS 0.00%
European Historic Thermal Towns - during and after COVID-19 pandemic
SurveyMonkey
Q22 Have you made your colleagues aware of EHTTA online activities?

Answered: 11 Skipped: 0

**ANSWER CHOICES RESPONSES**

<table>
<thead>
<tr>
<th>Yes</th>
<th>45.45%</th>
<th>5</th>
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<tbody>
<tr>
<td>No</td>
<td></td>
<td></td>
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</table>

TOTAL 11
Q23 Which of the following initiatives would you like to see from EHTTA now?

Answered: 11 Skipped: 0

Webinars
Online training

More social media content to share

Lobbying

Other (please specify)

ANSWER CHOICES RESPONSES

<table>
<thead>
<tr>
<th>Response</th>
<th>Percentage</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Webinars</td>
<td>36.36%</td>
<td>4</td>
</tr>
<tr>
<td>Online training</td>
<td>27.27%</td>
<td>3</td>
</tr>
<tr>
<td>More social media content to share</td>
<td>36.36%</td>
<td>4</td>
</tr>
</tbody>
</table>

TOTAL 11
Q24 What, if anything is at risk in your thermal area as a result of the COVID-19 crisis?

Answered: 11 Skipped: 0

- Thermal Buildings
- Other Built Heritage
- Jobs
- Funding
- Income (eg from ticket...
Q25 Thermal towns have been at the heart of tourism for hundreds of years, and have always reinvented themselves over time. How do you think thermal towns can lead the recovery from COVID-19?

Answered: 9 Skipped: 2
Q26 What can EHTTA do to help our towns lead any recovery?

Answered: 8 Skipped: 3
Q27 Where were your most important markets before the crisis?

Answered: 11 Skipped: 0

Europe

North America

South America
Asia

Australasia

Africa

European Historic Thermal Towns - during and after COVID-19 pandemic
From within our own country

From the local region

Least important Slightly important Important Moderately important Most important

SurveyMonkey
SLIGHTLY
IMPORTANT MODERATELY
MOST IMPORTANT
IMPORTANT
IMPORTANT

0.00% 9.09% 36.36% 18.18% 100%

1
4
2
34 / 40

36.36% 11
European Historic Thermal Towns - during and after COVID-19 pandemic
Q28 Where do you expect your most important markets to be after the crisis?

Answered: 11 Skipped: 0

LEAST
TOTAL IMPORTANT
Europe
North America
South America
Asia
Australasia
Africa
From within our own country
From the local 0.00%62.50%37.50%region

0
5
38
Africa

From within our own country

From the local region

Least important Slightly important Important Moderately important

SurveyMonkey

IMPORTANT MODERATELY
MOST IMPORTANT
IMPORTANT
0.00% 20.00% 40.00% 20.00% 0
2
4
2
37 / 40
20.00% 2 10
66.67% 2
33.33% 1
0.00% 0
0.00% 0
0.00% 0 3
100.00% 1
0.00% 0
0.00% 0
0.00% 0
0.00% 0 1
25.00% 1
75.00% 3
0.00% 0
0.00% 0
0.00% 0
0.00% 0
0.00% 0
0.00% 0
100.00% 1
0.00% 0
0.00% 0
0.00% 0
0.00% 0 1
Q29 Which part of your spa town ecosystem is the worst affected now, and which part will lead the eventual recovery?

Answered: 10 Skipped: 1

Thermal Water - medical...

Thermal water - leisure...
Hotels

Cultural activities

Festivals and events

Gastronomy

Sporting activities

Built Heritage and Museums

SurveyMonkey European Historic Thermal Towns - during and after COVID-19 pandemic
MOST BADLY AFFECTED
MOST LIKELY TO LEAD THE NOW
RECOVERY
39 / 40
TOTAL RESPONDENTS
Thermal Water - medical facilities
Thermal water - leisure facilities
Hotels
Cultural activities
Festivals and events
Gastronomy
Sporting activities/use of landscape for health
Built Heritage and Museums

57.14%

4 7
60.00%

60.00% 10
90.00%
30.00% 10
85.71%
42.86% 7
100.00%
11.11% 9
88.89%
33.33% 9
33.33%
83.33% 6
62.50%
62.50%

Q30 Thank you for taking part. Any other comments?

Answered: 5 Skipped: 6