

COVID-19 impact on local businesses

The feedback below is based on responses from **70** Lyn Valley Businesses between **18th - 13th April 2020**

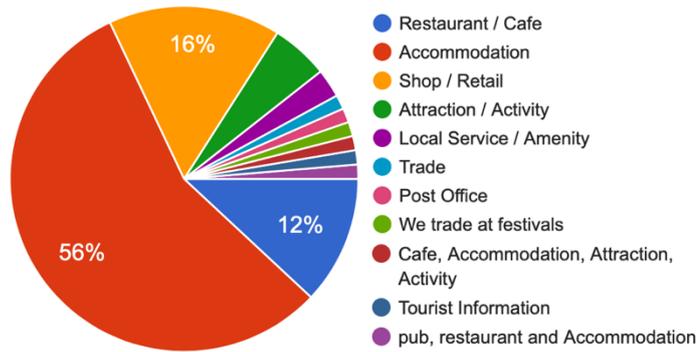


96% of these businesses directly benefit from tourism

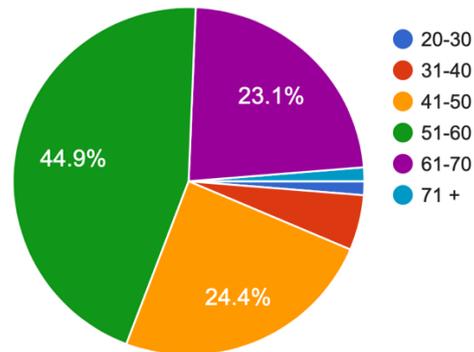
94% are self-employed, 6% are employed

77% own their business/premises, **23%** rent their business/premises

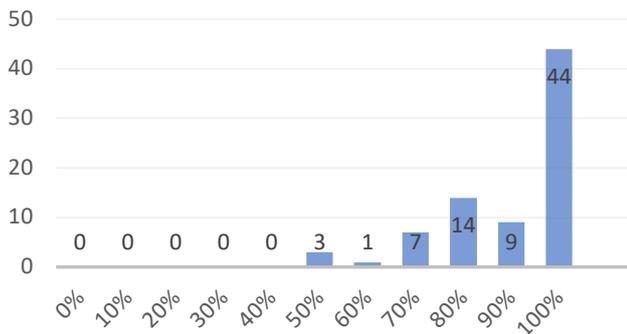
Breakdown of business sectors



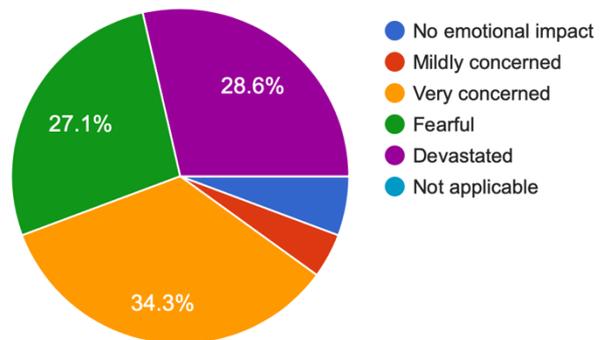
Age Range of business owners



Percentage impact on businesses by COVID-19

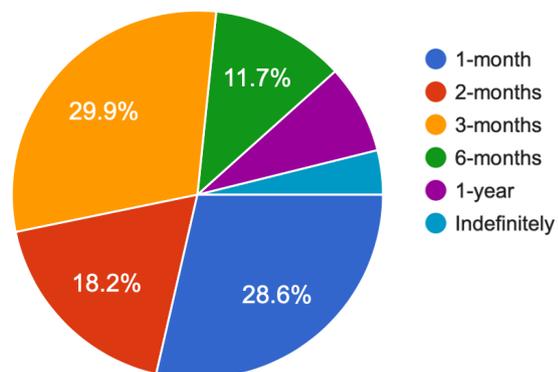


What emotional impact is this having on you?



From this point, how long can your business survive before it ceases trading?

Survival	Businesses	Total %
1-month	21	76.3%
2-months	14	
3-months	23	
6-months	9	
1-year	6	
Indefinitely	3	
Total	76	



Statements from local businesses affected by COVID-19

All our advance bookings this side of Easter have cancelled bar 1. We have taken 1 forward booking since the virus impacted on the UK - we would normally be taking 6-10 bookings per day. We envisage many more cancellations over the coming weeks. We have had building work carried out on the premises over the winter while we have been closed which means all of our reserves have been used up. We have no money left in the business to support ourselves and pay our costs going forward. Financially and emotionally we are devastated. Without government help we will not survive.

Do not have any idea what to do next

Tourists have all but disappeared. Ones around seem fearful of visiting

No accommodation bookings received since beginning of March. Receiving lots of cancellations for future bookings.

Having just got through the adverse effects of Brexit with its reduction in business due to uncertainty, and then a long stretch of atrocious weather leaving funds seriously depleted, the COVID-19 pandemic is akin to a death knoll. Empty bar and restaurant under government advice and hotel cancellations every day. An ever-worsening situation with no funds available to keep afloat. We will go under in weeks if no help is forth coming.

A large number of our guests are over 70 years of age and are having to self-isolate. In addition, the lack of suitable places to dine is making it difficult to attract guests.

Our bookings up to Easter, bar one, have been cancelled. Futures bookings have dried up. We expect more cancellations in due course for the rest of the season.

At present it is hard to determine whether the revenue drop is due to the virus or the weather conditions. Easter will give us a better indication but the fear of the unknown is obviously playing on our mind. We do not want to be forced to shut our shop as it is our only source of income but clearly, we want to ensure we protect both our customers and ourselves as much as possible.

We have our last guests for the foreseeable future in until Thursday then no one until mid - April but we expect that to change for the worse. We are experiencing extremely high levels of cancellations and we imagine this will continue to get worse as people are fearful of losing their deposits. We will not be able to meet our mortgage payments

So many cancellations! No bookings. We need to make enough money to take us through the winter. In March I took £70 of which booking.com take £12. April bookings are being cancelled. I only have 7 left and a mortgage of £1500 a month

Cancelled bookings and signs that we may have no income from the 2020 season at all.

We are allowing people to keep bookings until a week or so before their stay. Then refunding in full. Our business is supplementary income for us, so shouldn't be too badly affected. Most concerned about other businesses that employ local staff.

No new bookings, only cancellations, this after being closed for the winter, so financial reserves at lowest point. It does not look as though we will make enough to get through winter.

Noticeable drop in visitor numbers which is about to get much worse as hotels and B&Bs are closing

We are a self-catering let offered on a daily basis (like a B&B). We are now experiencing a steady stream of cancellations 'just in case'. Which is silly really because assuming they drive here and eat in it is probably safer in terms of social contact than staying at home. Most people come to experience the walking anyway so it really is quite safe. Most shops are staying open and there are no shortages locally. We need to get these messages out there

Uncertainty and not knowing how long or what's going to happen next.

No customers means no business

Bookings had been picking up as we headed away from New Year, but once corona virus hit and advice was to avoid travel, bookings totally collapsed. I have been in discussion with the bank even before government measures were announced and have plans in place to get through the year - however this will leave us far more debt and make it difficult for many years. But without bank assistance and government support we would be unable to survive.

cancellations daily but also bookings have not been made for March and April

The cancellations just keep coming and no new bookings. Currently There Is no financial aid available to us to see us through the next 4-6 months.

Lots of enquiries before the outbreak but once it started no confirmations or deposits except one

As a B&B we have had a huge amount of cancellations, and no new bookings. Therefore, we do not know when we will get an income again. In addition, we are having to give back deposits for bookings, which will leave us in a worse financial situation as we rely on deposits through the quieter months. If this situation passes even in a few months, we do not know if we will earn enough money to survive this winter, as we are a seasonal business. We need Government support now.

No bookings and constant cancellations-4 to 5 a day

In the last 36 hours we have lost over £2,000.00 which would have paid the mortgage and some outstanding bills which have accumulated over the winter.

One of us has got another part time job as money is not coming in and we have not only ourselves but a child to support. We are anxious about the lack of concrete decision making from the government. The cost of being in our building with no guests is substantial.

Lots of cancellations. Guests are sad to be cancelling. They hope to rebook as soon as possible. Trying to work out how we will manage this year, it's not going to be easy.

Total lack of reserves to weather the immediate impact of loss of trade at this time of year due to the containment measures imposed on the population, as the sole self-employed business owner that takes 95% of its seasonal tourism trade from March - November. Total feeling of isolation with governments imposition of restrictions without any access to immediate support / advice. Total disbelief in the government ability to steer the community through the health and financial crisis.

more cancellation than transfer the booking from world-wide sites local direct bookings are moving to later in the year

99% of all my pre-booked taxi journeys have been cancelled in the next month

We expect a downturn in business as hotels and coaches close this week (20th March). We have stepped up hygiene practises but social distancing in a small cafe is not easy or practical. It is difficult to know how much food to produce and therefore keep wastage to a minimum. This survey should be repeated monthly as it is too early to understand the full impact.

Guests are cancelling and no end in sight. Difficult to get food and other essentials. We have no income and bills to pay.

Getting cancellations daily, no bookings have come in for over a week. Normally Easter would start to be filling up and our voluntary staff who were meant to be here come from Germany and can't come. We are a riding stables and still need to look after our 19 horses, due the wet winter we don't have much grass and having to feed extra hay and hard feed. We rent the stables and have no way of cutting down on costs. We are worried what the impact will be in the next 12 months not just on the short term

Unsure how we make any money

I took a £20k hit on Wednesday. I am still waiting for the bank to help me with an extended overdraft, I am waiting to find how I can access the business grants, I have cancelled the DD for my business rates, I cannot meet a payment tomorrow, I cannot pay for an oil drop for heating, I cannot pay my child's support and I cannot pay the person who works for me.

Cancellation after cancellation

Just worried about our health and how to keep afloat

All of the festivals we have booked have been cancelled so despite manufacturing all through the winter, we are without avenues to sell our product.

The advice to stay away from gatherings pubs and venues has impact us economically and immediately and before the virus has really impacted upon this region. We are suffering the economic impact immediately and are likely to have this economic period extended as the virus finally gets to this area

We are having to close due to cancellations as well as following advice regarding the virus

lack of usual local customers and tourist numbers down

My husband is more than vulnerable so I have had to shut. I'm hoping until the situation becomes clearer but at the moment I just don't know. I work to support myself rather than claim benefits but now am unable to. There is no point paying money on rent I definitely if I can't trade.

Consider that the CV-19 is of very limited threat, and that the fear and political reaction is unbalanced and irresponsible causing a fear, panic and devastation, which will eventually lead to rebellion. Absolutely unbalanced.

Struggling to service the odd guests we do have due to the idiots hoarding supplies!

Positive local groups doing their best to help the less able.

All in the same boat

Soul destroying. I'm a fighter but ready to give up, 12 years hard work taken in a month.

had phone calls saying how sorry the customer is for myself and the whole community, no forward bookings are coming in at the moment.

Up until now the impact of coronavirus on my business has been minimal as I sell almost exclusively to visitors and my season doesn't generally begin until Easter. However due to my own underlying health circumstances I have decided to close the shop for the foreseeable future which will undoubtedly lead to a complete loss of income.

The speed of change has been devastating. Concerned with my 87-year-old mother living with us.

I can't express it at the moment. I'm devastated ... but hoping nobody (except my husband) knows as still outwardly trying to be positive and supportive.

Can't stay open as villagers would kill us

This has been a devastating experience our business is on its knees. This is our first year of trading and I'm not sure we'll have a second at this point. We have also had a tenant leave owing us over a thousand pounds.

We've had to close as of 22nd March - no customers and nearly all our members who run the Centre are having to self-isolate.

Devastating drop off in business following government advice to avoid cafes etc. Now closed with no idea about when reopening or how long will be able to pay staff and bills once government wage support and grant runs out. (Re Q2 we own the business and due to the way it is set up are not classed as self-employed but are technically employed by the company we own).

We are farmers with a seasonal farm tourism enterprise, which we were expanding this year, so it's difficult to say what the impact on that business will be based on last year's figures, especially as we don't open until after lambing in mid-April (hence my 'no change' response to question 6). We have spent about £800 on advertising for the season and have invested in a purpose-built trailer (£7,500) plus paid other costs like insurance and were just about to refurbish the kitchen. We also have a farm and sell meat to locals and holidaymakers alike, so it's difficult to tell what the overall effect will be. (We are registered with Air BnB Experiences, which we were hoping would bring a lot more people to us this year, too.) Very worrying all round. We are self-isolating as much as possible because my mum lives with us and is 91. My husband is 72 and I'm 60, so we are all in the 'at risk' category.

no customers do not know what to do next

On top of such bad weather at the beginning of this year, our season was already slow in starting. Now it has come to a complete standstill and with no creativity as to when we will be operating again this worry keeps me awake at night. We are only into our second season in this business so we still have a business loan to pay off. We had invested in various items for the business at the beginning of this year to improve our offer, which we thought

would be an investment. Now the costs will just be incurring interest on our credit cards and take a whole lot longer to recoup.

Accommodation bookings for foreseeable future have been cancelled. No new bookings.

Ten days ago, all weeks for the next 3 months were fully booked. Now all cancelled or postponed.

Not only are we not getting any bookings guests who have booked are demanding refunds!
