



Millennial & Gen Z Business Travel Trends 2025 & Beyond



Introduction

The 2025 Millennial and Gen Z Business Travel Report from Corporate Travel Management (CTM) reveals key insights into generational travel preferences and expectations that are shaping the future of business travel programs.

As workforce demographics continue to evolve, Millennials and Gen Zs are becoming the dominant generation in our workplaces. These research findings provide critical insights into the values, expectations, and behaviors of these emerging business travelers; groups that are reshaping the way businesses approach travel programs and policy development. Understanding these generations will be essential for designing travel solutions, technologies, and experiences that align with their preferences and influence their decision-making, including their demand for flexibility, sustainability, digital convenience, and personalization.

By identifying key trends and motivators among Millennial and Gen Z travelers, this research enables organizations to future-proof their travel programs, drive engagement and policy compliance, and deliver greater value to their business travelers.

The research was conducted in March 2025 with Millennials (born 1981-96) and Gen Zs (born 1997-2006) across the following markets:

- Australia
- UK
- US
- Hong Kong
- Singapore

There was a total of 702 respondents, with 95% working full-time (5% part-time), 46% working in a hybrid environment, 41% working in an office, and 13% working remotely. These respondents ranged from HR professionals to finance, legal, administration, sustainability, operations, sales, account management, tech, IT, data security roles, and more.

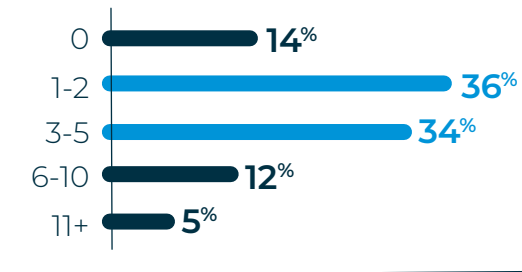
We trust this report provides valuable information to support more effective travel program and policy development, and drive demonstrable results for organizations around the globe.

Travel Patterns

TRAVEL FREQUENCY

Millennial & Gen Z employees are already experienced business travelers.

Average # business trips (with flights) per year



TRAVEL APPETITE



Globally, 55% of Millennial and Gen Z employees **would like to travel more for business**



UK employees lead the charge with **63% wanting to travel more for business**

70%

travel 1-5 times per year for business

5% travel more than 10 times per year

TRAVEL INFLUENCE



How important is the role of business travel in professional fulfillment?

57%

'very important' to **career progression** (33% 'somewhat important')

51%

'very important' to **professional performance** (37% 'somewhat important')

45%

'very important' to **job satisfaction** (41% 'somewhat important')

70%

expect travel to **increase** in-line with professional experience and seniority

Booking & Service

TOP 3 REASONS FOR BUSINESS TRAVEL



Conferences,
events & trade
shows



Training &
education



Customer
/ sales
meetings

59%

self-book their own
business travel
arrangements

MOST IMPORTANT TRAVEL CONSIDERATIONS

1



Personal safety
& security

2



Flexible travel
plans

3



Price / travel
budget

TOP RESPONSE BY REGION



Price / travel
budget

US

Personal
safety &
security



UK

ASIA

Personal safety
& security

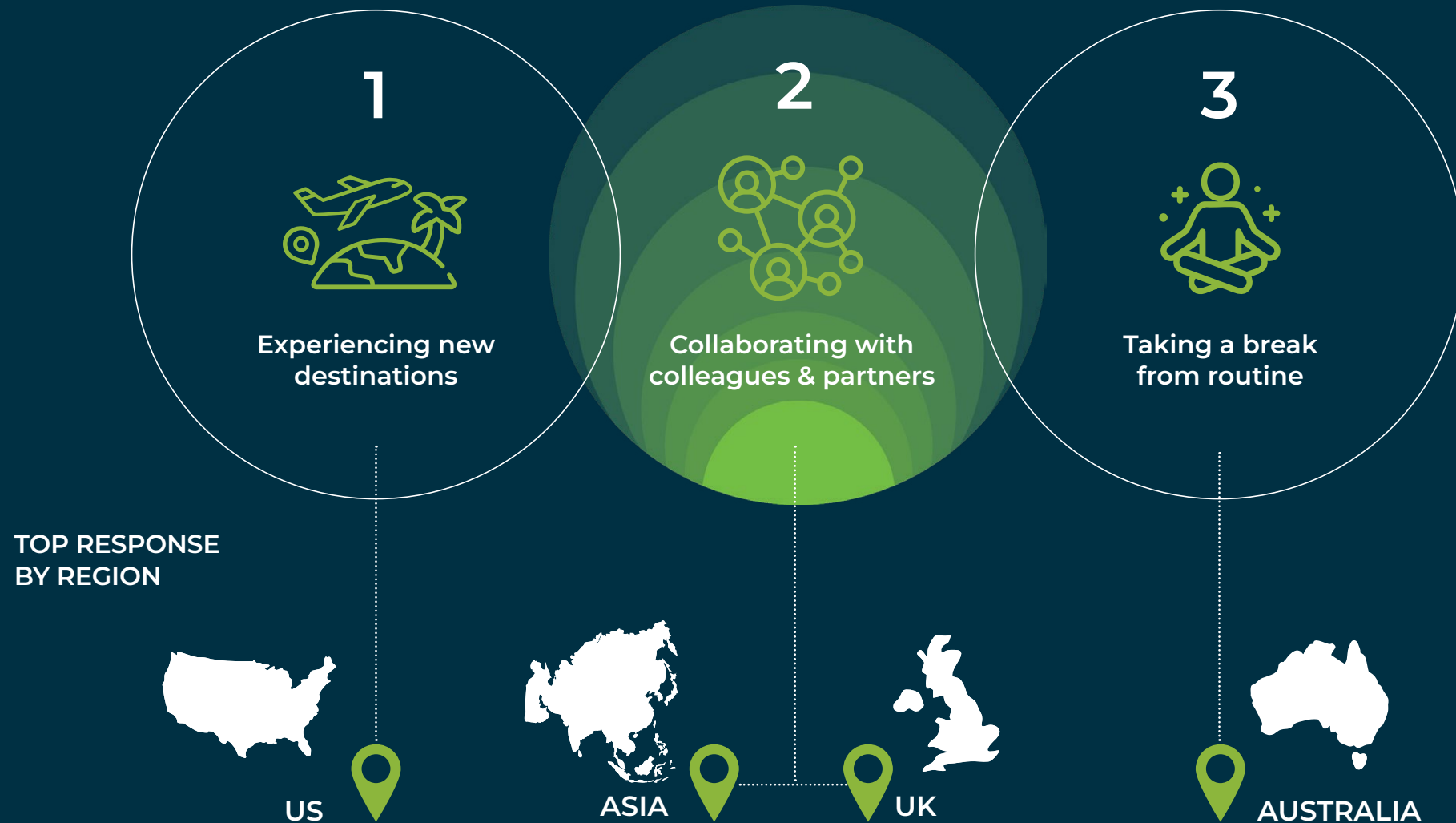


Quality &
comfort

AUS

Travel Experience

WHAT THEY MOST ENJOY ABOUT BUSINESS TRAVEL



Travel Policy

70%

have a corporate travel policy

83%

understand its objectives

54%

said the policy aligns with their personal needs and expectations

Supplier Preferences

AIR TRAVEL

When selecting an airline, the top considerations are



Price

Flight
schedules



On-time
performance

ACCOMMODATION

When selecting a hotel, the top considerations are



Location

24/7
reception



On-site fitness
/ wellness
facilities

Sustainability

Over half of respondents seek environmentally sustainable services when selecting an airline (55%) and hotels (51%).

Less than half (46%) seek environmentally sustainable car rental services.



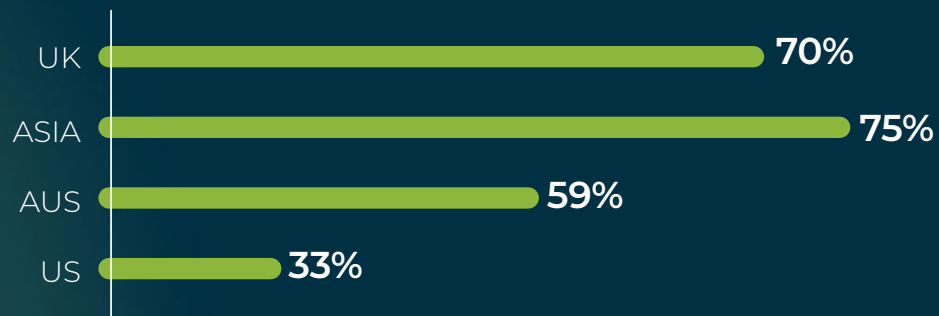
57%

expect their employers to **pay more** for sustainable business travel services

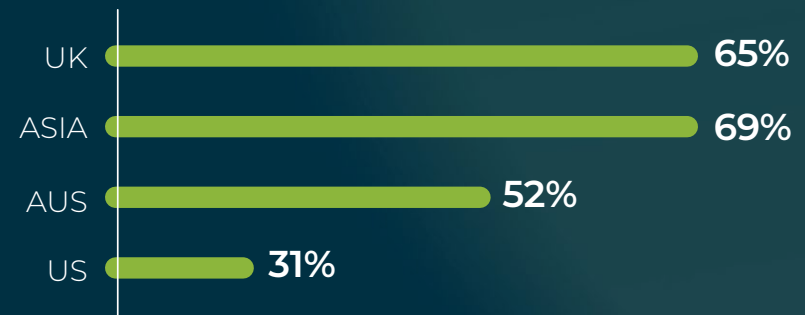
Compared to older employees, Millennials & Gen Zs show a higher interest in sustainable business travel solutions



% respondents seek environmentally sustainable services when selecting an **airline**



% respondents seek environmentally sustainable services when selecting a **hotel**



Loyalty

43%
always

38%
sometimes



select travel suppliers based on their **loyalty program**

MOST IMPORTANT FEATURES OF A LOYALTY PROGRAM



Discounts and special offers



Free flights / hotel and upgrades



Priority (fast-track security, boarding, baggage)

Bleisure Travel

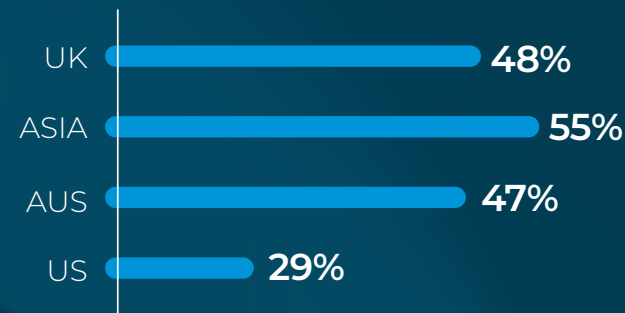
(business & leisure combined)

42% “usually” or “always”

add a **leisure extension** to their business trip

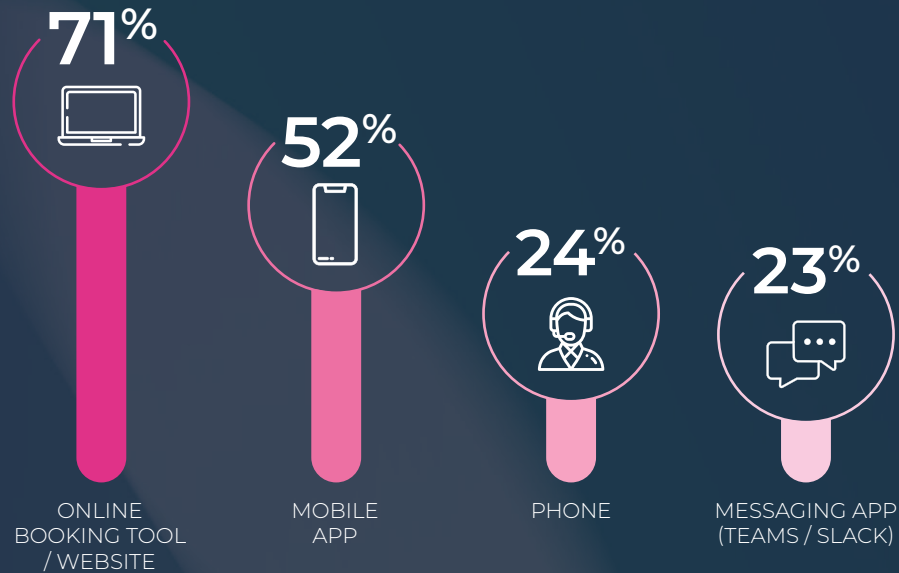


TOP RESPONSE BY REGION

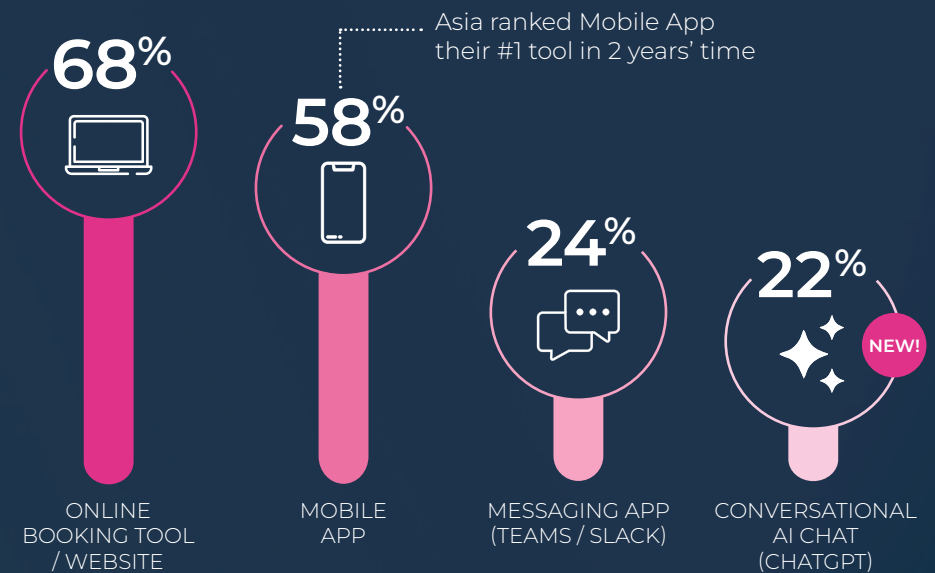


Travel Tech

THE TOP CHANNELS **CURRENTLY** USED
TO BOOK BUSINESS TRAVEL



THE TOOLS THEY WOULD MOST LIKE TO BE USING
IN **2 YEARS' TIME** TO BOOK BUSINESS TRAVEL



How AI is expected to
deliver most benefits
to business travel



Booking
speed
65%



Choice of travel
products
61%



Price of travel
products
60%



Design a future-focused travel program that connects your Millennial and Gen Z workforce with your corporate goals.

Contact CTM today

travelctm.com