PROFILE OF TOURIST BY ASPECTS INFLUENCING THE DESTINATION CHOICE (2019) **LANDSCAPES**



•?

Total

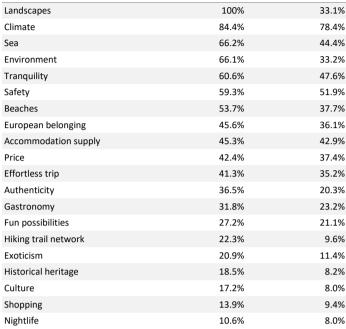
How many are they and how much do they spend?

i•€

Importance of each factor in the destination choice Landscapes

| | Landscapes | Total |
|---------------------------------------|------------|------------|
| TOURISTS | | |
| Tourist arrivals (FRONTUR) | n.d. | 15,110,866 |
| Tourist arrivals > 15 years old (EGT) | 4,276,380 | 13,271,035 |
| - book holiday package | 2,173,566 | 7,426,022 |
| - do not book holiday package | 2,102,814 | 5,845,014 |
| - % tourists who book holiday package | 50.8% | 56.0% |
| Share of total tourist | 33.1% | 100% |

| Landscapes | Total |
|------------|--|
| | |
| n.d. | 15,110,866 |
| 4,276,380 | 13,271,035 |
| 2,173,566 | 7,426,022 |
| 2,102,814 | 5,845,014 |
| 50.8% | 56.0% |
| 33.1% | 100% |
| | n.d. 4,276,380 2,173,566 2,102,814 50.8% |



Each aspect is rated individually ("Not important", "Somewhat important", "Quite important", "Very important")

TOURISTS MOTIVATED BY LANDSCAPES

201802

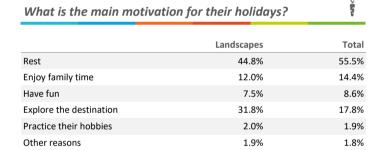
201801



201803

201804

| Expenditure per tourist (€) | 1,098 | 1,136 |
|--------------------------------------|-------|--------|
| - book holiday package | 1,239 | 1,268 |
| - holiday package | 996 | 1,031 |
| - others | 243 | 237 |
| - do not book holiday package | 952 | 967 |
| - flight | 261 | 263 |
| - accommodation | 297 | 321 |
| - others | 394 | 383 |
| Average lenght of stay | 9.47 | 9.09 |
| - book holiday package | 8.77 | 8.64 |
| - do not book holiday package | 10.19 | 9.68 |
| Average daily expenditure (€) | 130.9 | 138.9 |
| - book holiday package | 150.6 | 155.4 |
| - do not book holiday package | 110.5 | 117.9 |
| Total turnover (> 15 years old) (€m) | 4,696 | 15,070 |
| - book holiday package | 2,693 | 9,416 |
| - do not book holiday package | 2,002 | 5,655 |





% of tourists who indicate that the factor is "very important" in their choice.



(nights) 10.19 9.68 9.47 9.09 8 77 8.64 Total book holiday package do not book holiday package

Landscapes

■ Total

How far in advance do they book their trip?

| Total |
|--------|
| 0.7% |
| 22 00/ |

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| | Landscapes | Total |
|------------------------|------------|-------|
| The same day | 0.8% | 0.7% |
| Between 1 and 30 days | 24.8% | 23.8% |
| Between 1 and 2 months | 23.5% | 22.8% |
| Between 3 and 6 months | 32.6% | 32.7% |
| More than 6 months | 18.3% | 20.0% |

% TOURISTS BOOKING BETWEEN 1 AND 30 DAYS IN ADVANCE

LANDSCAPES 24.8%



TOTAL 23.8%

EXPENDITURE PER TOURIST (€)

AVERAGE LENGHT OF STAY



Source: Encuesta sobre el Gasto Turístico (ISTAC). Profile of tourist who indicate that landscapes are "very important" in their choice.

PROFILE OF TOURIST BY ASPECTS INFLUENCING THE DESTINATION CHOICE (2019) LANDSCAPES



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What channels did they use to get information about the trip? Q

| | Landscapes | Total |
|---------------------------------------|------------|-------|
| | Lanuscapes | TOLAI |
| Previous visits to the Canary Islands | 47.8% | 51.9% |
| Friends or relatives | 29.4% | 27.1% |
| Internet or social media | 55.3% | 54.7% |
| Mass Media | 2.0% | 1.6% |
| Travel guides and magazines | 12.2% | 8.4% |
| Travel Blogs or Forums | 8.2% | 5.7% |
| Travel TV Channels | 1.1% | 0.8% |
| Tour Operator or Travel Agency | 20.9% | 22.6% |
| Public administrations or similar | 0.5% | 0.4% |
| Others | 2.1% | 2.4% |

^{*} Multi-choise question

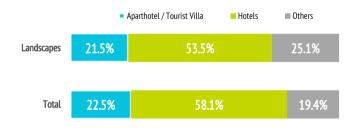
With whom did they book their flight and accommodation? •

| | Landscapes | Total |
|-----------------------------------|------------|-------|
| Flight | | |
| - Directly with the airline | 46.2% | 42.9% |
| - Tour Operator or Travel Agency | 53.8% | 57.1% |
| Accommodation | | |
| - Directly with the accommodation | 34.7% | 31.5% |
| - Tour Operator or Travel Agency | 65.3% | 68.5% |

Where do they stay?

| | Landscapes | Total |
|---|------------|-------|
| 1-2-3* Hotel | 10.8% | 11.5% |
| 4* Hotel | 35.4% | 37.6% |
| 5* Hotel / 5* Luxury Hotel | 7.2% | 9.0% |
| Aparthotel / Tourist Villa | 21.5% | 22.5% |
| House/room rented in a private dwelling | 8.4% | 5.9% |
| Private accommodation (1) | 8.8% | 7.2% |
| Others (Cottage, cruise, camping,) | 7.8% | 6.3% |

 $^{(1) \ \} Own\ property\ / House\ of\ friends\ or\ relatives\ /\ Free\ housing\ exchange\ /\ Other\ private\ accommodation.$



What do they book?

| | Landscapes | Total |
|-------------------|------------|-------|
| Room only | 30.4% | 27.9% |
| Bed and Breakfast | 12.0% | 12.4% |
| Half board | 23.2% | 21.2% |
| Full board | 4.2% | 3.6% |
| All inclusive | 30.2% | 34.9% |

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30.4% of tourists book room only.

(Canary Islands: 27.9%)

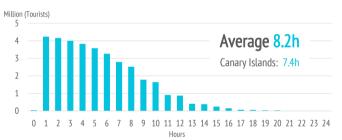
Other expenses

| | Landscapes | Total |
|-----------------------------------|------------|-------|
| Restaurants or cafes | 60.9% | 59.1% |
| Supermarkets | 53.7% | 52.1% |
| Car rental | 37.0% | 26.3% |
| Organized excursions | 25.3% | 20.6% |
| Taxi, transfer, chauffeur service | 41.8% | 50.0% |
| Theme Parks | 8.4% | 7.5% |
| Sport activities | 5.3% | 5.7% |
| Museums | 7.4% | 4.6% |
| Flights between islands | 6.0% | 4.4% |
| | | |

Activities in the Canary Islands

| Outdoor time per day | Landscapes | Total |
|----------------------|------------|-------|
| 0 hours | 1.0% | 2.1% |
| 1 - 2 hours | 5.4% | 9.8% |
| 3 - 6 hours | 28.2% | 32.6% |
| 7 - 12 hours | 55.8% | 47.1% |
| More than 12 hours | 9.6% | 8.4% |

TOURISTS BY HOURS A DAY OUT OF THE ACCOMMODATION



| Activities in the Canary Islands | Landscapes | Total |
|---|------------|-------|
| Walk, wander | 73.0% | 69.8% |
| Beach | 70.9% | 66.3% |
| Explore the island on their own | 60.1% | 45.2% |
| Swimming pool, hotel facilities | 51.2% | 58.2% |
| Taste Canarian gastronomy | 30.3% | 24.2% |
| Organized excursions | 19.9% | 16.9% |
| Nature activities | 16.7% | 10.4% |
| Theme parks | 15.9% | 14.1% |
| Museums / exhibitions | 15.8% | 10.1% |
| Wineries / markets / popular festivals | 15.5% | 11.6% |
| Nightlife / concerts / shows | 14.0% | 15.5% |
| Sport activities | 13.6% | 13.4% |
| Sea excursions / whale watching | 13.5% | 11.1% |
| Activities at sea | 11.8% | 10.0% |
| Beauty and health treatments | 5.4% | 5.4% |
| Astronomical observation * Multi-choise question | 5.0% | 3.5% |

^{*} Multi-choise question

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| | LANDSCAPES | TOTAL | |
|------------------------------------|------------|-------|--|
| EXPLORE THE ISLAND ON THEIR OWN | 60.1% | 45.2% | |
| | | | |
| NATURE ACTIVITIES | 16.7% | 10.4% | |





PROFILE OF TOURIST BY ASPECTS INFLUENCING THE DESTINATION CHOICE (2019) LANDSCAPES



Which island do they choose?

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|---|-----|---|
| | • • | _ |

| Tourist > 15 years old | Canarias | Lanzarote | Fuerteventura | Gran Canaria | Tenerife | La Palma |
|------------------------------------|------------|-----------|---------------|--------------|-----------|----------|
| Tourists motivated by landscapes | 4,276,380 | 797,305 | 441,850 | 1,035,911 | 1,780,720 | 157,591 |
| - Share by islands | 100% | 18.6% | 10.3% | 24.2% | 41.6% | 3.7% |
| Total tourists | 13,271,035 | 2,521,668 | 1,659,115 | 3,698,127 | 5,040,382 | 235,409 |
| - Share by islands | 100% | 19.0% | 12.5% | 27.9% | 38.0% | 1.8% |
| % Tourists motivated by landscapes | 33.1% | 32.0% | 27.0% | 29.4% | 36.2% | 67.4% |

How many islands do they visit during their trip?



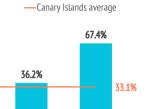
Total

| | Landscapes | Total |
|-----------------------|------------|-------|
| One island | 88.5% | 91.4% |
| Two islands | 9.5% | 7.2% |
| Three or more islands | 2.1% | 1.4% |

Landscapes

Internet usage during their trip

% TOURISTS BY ISLANDS



| Research | | |
|-------------------|--------|--------|
| - Tourist package | 14.8% | 14.8% |
| - Flights | 11.9% | 13.0% |
| - Accommodation | 15.3% | 16.9% |
| - Transport | 15.9% | 15.7% |
| - Restaurants | 30.0% | 28.4% |
| - Excursions | 29.9% | 26.2% |
| - Activities | 32.9% | 30.1% |
| Book or purchase | | |
| - Tourist package | 36.0% | 39.4% |
| - Flights | 68.5% | 66.7% |
| - Accommodation | 58.3% | 57.3% |
| - Transport | 51.2% | 47.6% |
| | 42 70/ | 42.40/ |

| 40.7% | 37.4% |
|------------|---|
| 91.8% | 91.7% |
| 8.2% | 8.3% |
| Landscapes | Total |
| | |
| 18.6% | 14.7% |
| 17.3% | 13.0% |
| 13.7% | 12.1% |
| 51.2% | 47.6% |
| 58.3% | 57.3% |
| 68.5% | 66.7% |
| 36.0% | 39.4% |
| | |
| 32.9% | 30.1% |
| | 36.0% 68.5% 58.3% 51.2% 13.7% 17.3% 18.6% |

| Internet usage in the Canary Islands | Landscapes | Total |
|--------------------------------------|------------|-------|
| Did not use the Internet | 8.2% | 8.3% |
| Used the Internet | 91.8% | 91.7% |
| - Own Internet connection | 40.7% | 37.4% |
| - Free Wifi connection | 35.2% | 39.5% |
| Applications* | | |
| - Search for locations or maps | 70.5% | 61.7% |
| - Search for destination info | 48.6% | 44.8% |
| - Share pictures or trip videos | 57.4% | 56.0% |
| - Download tourist apps | 8.3% | 7.0% |
| - Others | 17.1% | 22.6% |
| * Multi-choise question | 9.9 | |

32.0% <u>27.0%</u> 29.4%

| Lanzarote | Fuerteventura | Gran Canaria | Tenerife | La Palma |
|-----------|---------------|--------------|----------|----------|
| | | | | |

How do they rate the Canary Islands?

| Landscapes | Total |
|------------|--|
| 8.90 | 8.70 |
| | |
| Landscapes | Total |
| 2.2% | 2.3% |
| 49.4% | 55.6% |
| 48.3% | 42.1% |
| | |
| Landscapes | Total |
| 8.90 | 8.73 |
| 9.17 | 8.95 |
| | 8.90 Landscapes 2.2% 49.4% 48.3% Landscapes 8.90 |

48% 49% 49% Worse Lived up Better



8.90/10

9.17/10

Experience in the Canary

Return to the Canary Islands

Recommend visiting the Canary Islands

70.5% of tourists search for locations or maps during their stay in the Canary Islands

(Canary Islands: 61.7%)



How many are loyal to the Canary Islands?

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| | Landscapes | Total |
|---|------------|-------|
| Repeat tourists | 66.9% | 72.2% |
| Repeat tourists (last 5 years) | 62.1% | 66.7% |
| Repeat tourists (last 5 years) (5 or more visits) | 18.3% | 19.5% |
| At least 10 previous visits | 17.1% | 18.6% |

PROFILE OF TOURIST BY ASPECTS INFLUENCING THE DESTINATION CHOICE (2019) LANDSCAPES



Where are they from?



| 147 | L - | _ | | 46 | | - 2 |
|-----|-----|---|----|----|----|-----|
| W | ΠU | и | re | LI | ev | ı. |



| | % | Absolute |
|------------------|-------|----------|
| United Kingdom | 22.1% | 943,147 |
| Germany | 21.0% | 897,590 |
| Spanish Mainland | 17.7% | 755,997 |
| France | 6.5% | 279,059 |
| Italy | 5.5% | 233,145 |
| Poland | 4.3% | 183,336 |
| Belgium | 2.9% | 123,046 |
| Netherlands | 2.9% | 122,216 |
| Ireland | 2.2% | 94,011 |
| Sweden | 2.0% | 85,261 |
| Switzerland | 1.8% | 78,467 |
| Finland | 1.5% | 65,593 |
| Denmark | 1.4% | 58,163 |
| Norway | 1.3% | 53,754 |
| Russia | 1.1% | 45,976 |
| Austria | 0.8% | 34,289 |
| Czech Republic | 0.6% | 27,218 |
| Others | 4.6% | 196,113 |



Who do they come with?

| iiii |
|-----------------|

| | Landscapes | Total |
|---|------------|-------|
| Unaccompanied | 9.9% | 9.6% |
| Only with partner | 50.1% | 48.1% |
| Only with children (< 13 years old) | 5.4% | 5.6% |
| Partner + children (< 13 years old) | 6.1% | 6.5% |
| Other relatives | 8.9% | 9.3% |
| Friends | 6.4% | 6.4% |
| Work colleagues | 0.1% | 0.5% |
| Organized trip | 0.3% | 0.3% |
| Other combinations (1) | 12.9% | 13.7% |
| (1) Different situations have been isolated | | |
| Tourists with children | 16.0% | 17.7% |
| - Between 0 and 2 years old | 1.2% | 1.6% |
| - Between 3 and 12 years old | 13.7% | 14.8% |
| - Between 0 -2 and 3-12 years | 1.1% | 1.4% |
| Tourists without children | 84.0% | 82.3% |
| Group composition: | | |
| - 1 person | 13.6% | 13.2% |
| - 2 people | 57.1% | 55.1% |
| - 3 people | 11.6% | 12.0% |
| - 4 or 5 people | 15.0% | 16.3% |
| - 6 or more people | 2.8% | 3.5% |
| Average group size: | 2.46 | 2.54 |

| | Landscapes | Total |
|--------------------------------------|------------|-------|
| <u>Gender</u> | | |
| Men | 45.5% | 48.6% |
| Women | 54.5% | 51.4% |
| <u>Age</u> | | |
| Average age (tourist > 15 years old) | 46.5 | 47.1 |
| Standard deviation | 15.5 | 15.4 |
| Age range (> 15 years old) | | |
| 16 - 24 years old | 7.5% | 7.3% |
| 25 - 30 years old | 12.5% | 10.9% |
| 31 - 45 years old | 28.4% | 28.0% |
| 46 - 60 years old | 30.6% | 31.8% |
| Over 60 years old | 21.0% | 22.1% |
| Occupation | | |
| Salaried worker | 54.5% | 55.0% |
| Self-employed | 11.7% | 11.5% |
| Unemployed | 1.5% | 1.1% |
| Business owner | 9.2% | 9.4% |
| Student | 3.9% | 3.5% |
| Retired | 17.3% | 17.9% |
| Unpaid domestic work | 0.7% | 0.8% |
| Others | 1.1% | 0.8% |
| Annual household income level | | |
| Less than €25,000 | 20.2% | 17.5% |
| €25,000 - €49,999 | 39.7% | 37.5% |
| €50,000 - €74,999 | 21.2% | 22.8% |
| More than €74,999 | 18.9% | 22.2% |
| Education level | | |
| No studies | 3.6% | 5.0% |
| Primary education | 2.6% | 2.6% |
| Secondary education | 21.9% | 23.6% |
| Higher education | 71.9% | 68.9% |
| | | |



Pictures: Freepik.com