### How many are they and how much do they spend?

|   | La Gomera                   | Canary Islands |
|---|-----------------------------|----------------|
| Tourist arrivals (> 16 years old)             | 99,103                      | 13,114,359     |
| Average daily expenditure (€)                 | 125.86                      | 135.94         |
| . in their place of residence                 | 88.69                       | 98.03          |
| . in the Canary Islands                       | 37.17                       | 37.90          |
| Average lenght of stay                        | 12.21                       | 9.36           |
| Turnover per tourist (€)                      | 1,317                       | 1,141          |
| Total turnover (> 16 years old) (€m)          | 130                         | 14,957         |
| Share of total turnover                       | 0.9%                        | 100%           |
| Share of total tourist                        | 0.8%                        | 100%           |
| Expenditure in the Canary Islands per tourist | and trip (€) <sup>(*)</sup> |                |
| Accommodation (**):                           | 106.48                      | 47.11          |
| - Accommodation                               | 95.00                       | 40.52          |
| - Additional accommodation expenses           | 11.48                       | 6.60           |
| Transport:                                    | 44.27                       | 26.01          |
| - Public transport                            | 9.93                        | 5.14           |
| - Taxi  | 4.66                        | 6.94           |
| - Car rental                                  | 29.68                       | 13.93          |
| Food and drink:                               | 221.75                      | 148.33         |
| - Food purchases at supermarkets              | 101.03                      | 63.46          |
| - Restaurants                                 | 120.73                      | 84.87          |
| Souvenirs:                                    | 26.47                       | 53.88          |
| Leisure:                                      | 20.86                       | 34.52          |
| - Organized excursions                        | 12.92                       | 14.95          |
| - Leisure, amusement                          | 0.55                        | 4.55           |
| - Trip to other islands                       | 2.71                        | 1.85           |
| - Sporting activities                         | 3.54                        | 5.11           |
| - Cultural activities                         | 0.76                        | 2.04           |
| - Discos and disco-pubs                       | 0.37                        | 6.01           |
| Others:                                       | 10.67                       | 13.91          |
| - Wellness                                    | 2.63                        | 3.23           |
| - Medical expenses                            | 0.78                        | 1.69           |
| - Other expenses                              | 7.26                        | 8.99           |

#### How far in advance do they book their trip?

|                         | La Gomera | Canary Islands |
|-------------------------|-----------|----------------|
| The same day they leave | 0.5%      | 0.6%           |
| Between 2 and 7 days    | 3.4%      | 6.3%           |
| Between 8 and 15 days   | 6.1%      | 7.9%           |
| Between 16 and 30 days  | 12.5%     | 14.7%          |
| Between 31 and 90 days  | 34.9%     | 34.3%          |
| More than 90 days       | 42.5%     | 36.2%          |
| More than 90 days       | 42.5%     | 36.2%          |

## What do they book at their place of residence?

|   | La Gomera | Canary Islands |
|---|-----------|----------------|
| Flight only                                 | 17.3%     | 8.8%           |
| Flight and accommodation (room only)        | 41.5%     | 25.7%          |
| Flight and accommodation (B&B)              | 12.7%     | 8.0%           |
| Flight and accommodation (half board)       | 23.0%     | 20.4%          |
| Flight and accommodation (full board)       | 2.8%      | 4.3%           |
| Flight and accommodation (all inclusive)    | 2.6%      | 32.8%          |
| % Tourists using low-cost airlines          | 47.3%     | 48.7%          |
| Other expenses in their place of residence: |           |                |
| - Car rental                                | 22.5%     | 11.8%          |
| - Sporting activities                       | 10.4%     | 5.3%           |
| - Excursions                                | 10.0%     | 5.7%           |
| - Trip to other islands                     | 10.0%     | 1.6%           |

(\*) Expense is prorated among all the tourists (even those who have not spent in destination).

(\*\*) Accommodation expenses may seem low because most tourists pay the accommodation before traveling.

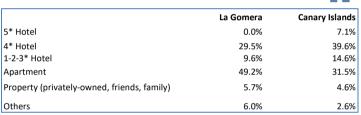
### How do they book?

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| Accommodation booking         | La Gomera | Canary Islands |
|-------------------------------|-----------|----------------|
| Tour Operator                 | 32.3%     | 42.3%          |
| - Tour Operator's website     | 72.3%     | 78.8%          |
| Accommodation                 | 21.4%     | 14.7%          |
| - Accommodation's website     | 81.3%     | 83.5%          |
| Travel agency (High street)   | 17.1%     | 20.5%          |
| Online Travel Agency (OTA)    | 21.3%     | 16.5%          |
| No need to book accommodation | 7.8%      | 6.0%           |

| Flight booking              | La Gomera | Canary Islands |
|-----------------------------|-----------|----------------|
| Tour Operator               | 32.5%     | 44.6%          |
| - Tour Operator's website   | 68.9%     | 76.3%          |
| Airline                     | 32.3%     | 24.8%          |
| - Airline´s website         | 97.9%     | 96.2%          |
| Travel agency (High street) | 16.4%     | 19.1%          |
| Online Travel Agency (OTA)  | 18.9%     | 11.5%          |

## Where do they stay?



#### Who are they?

Gender La Gomera **Canary Islands** Percentage of men 45.5% 48.5% Percentage of women 54.5% 51.5% Age Average age (tourists > 16 years old) 49.6 46.3 Standard deviation 14.0 15.3 Age range (> 16 years old) 8 2% 16-24 vears old 4.1% 25-30 years old 7.6% 11.1% 31-45 years old 23.8% 29.1% 46-60 years old 42.8% 30.9% Over 60 years old 21.7% 20.7% Occupation Business owner or self-employed 25.0% 23.1% Upper/Middle management employee 45.2% 36.1% Auxiliary level employee 6.4% 15.5% Students 3.8% 5.1% Retired 18.4% 18.0% Unemployed / unpaid dom. work 2.2% 1.2% Annual household income level €12,000 - €24,000 17.8% 15.2% €24,001 - €36,000 12.2% 19.4% €36,001 - €48,000 20.7% 16.9% €48,001 - €60,000 10.8% 14.6% €60,001 - €72,000 10.7% 9.5% €72,001 - €84,000 6.2% 6.0% More than €84,000 24.2% 15.8%





#### Tourist per year

| Tourist (> 16 years old): | La Gomera | Canary Islands | Year o |
|---------------------------|-----------|----------------|--------|
| 2012                      | 72,866    | 10,051,044     | 2012   |
| 2013                      | 66,942    | 10,425,147     | 2013   |
| 2014                      | 83,482    | 10,932,170     | 2014   |
| 2015                      | 84,017    | 11,314,639     | 2015   |
| 2016                      | 99,103    | 13,114,359     | 2016   |
|                           |           |                |        |

#### Who do they come with?

|  | La Gomera | Canary Islands |
|--|-----------|----------------|
| Unaccompanied                            | 14.8%     | 9.1%           |
| Only with partner                        | 53.6%     | 47.6%          |
| Only with children (under the age of 13) | 0.2%      | 1.5%           |
| Partner + children (under the age of 13) | 5.8%      | 11.8%          |
| Other relatives                          | 6.9%      | 6.0%           |
| Friends                                  | 4.4%      | 6.1%           |
| Work colleagues                          | 0.0%      | 0.3%           |
| Other combinations (1)                   | 14.3%     | 17.5%          |

## How do they rate the destination?

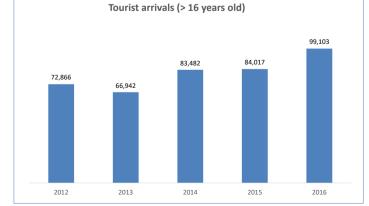
|                                |           | •              |
|--------------------------------|-----------|----------------|
| Impression of their stay       | La Gomera | Canary Islands |
| Good or very good (% tourists) | 98.3%     | 94.1%          |
| Average rating (scale 1-10)    | 9.17      | 8.90           |

## How many are loyal to the destination?

| Repeat tourists of the island         | La Gomera | Canary Islands |
|---------------------------------------|-----------|----------------|
| Repeat tourists                       | 45.2%     | 77.3%          |
| In love (at least 10 previous visits) | 9.2%      | 16.1%          |

## Where are they from?

| Ten main source markets | Share | Absolute |
|-------------------------|-------|----------|
| Germany                 | 44.0% | 43,614   |
| United Kingdom          | 26.7% | 26,500   |
| Spanish Mainland        | 6.3%  | 6,275    |
| Switzerland             | 3.9%  | 3,860    |
| Austria                 | 3.3%  | 3,302    |
| Belgium                 | 3.2%  | 3,175    |
| France                  | 2.4%  | 2,332    |
| Denmark                 | 1.9%  | 1,885    |
| Netherlands             | 1.8%  | 1,814    |
| Ireland                 | 1.7%  | 1,642    |



| Climate/sun                    | 79.7%      | 85.5%          |
|--------------------------------|------------|----------------|
| Aspects influencing the choice | La Gomera  | Canary Islands |
| Why do they choose the Canar   | y Islands? |                |
| 2016                           | 18.0%      | 15.9%          |
| 2015                           | 0.6%       | 3.5%           |
| 2014                           | 24.7%      | 4.9%           |
| 2013                           | -8.1%      | 3.7%           |

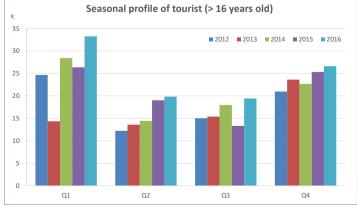
| Aspects influencing the choice    | La Gomera | Canary Islands   |
|-----------------------------------|-----------|------------------|
| Aspects influencing the choice    | La Gomera | Callary Islallus |
| Climate/sun                       | 79.7%     | 85.5%            |
| Scenery                           | 52.7%     | 42.5%            |
| Tranquillity/rest/relaxation      | 45.1%     | 32.4%            |
| Active tourism                    | 28.2%     | 14.0%            |
| Quality of the environment        | 15.7%     | 8.8%             |
| Visiting new places               | 12.7%     | 17.3%            |
| Beaches                           | 10.0%     | 24.0%            |
| Security                          | 4.9%      | 9.2%             |
| Rural tourism                     | 4.4%      | 3.1%             |
| Culture                           | 3.9%      | 3.5%             |
| Ease of travel                    | 3.0%      | 4.9%             |
| Price                             | 2.6%      | 7.0%             |
| Golf                              | 1.9%      | 1.0%             |
| Suitable destination for children | 1.0%      | 2.9%             |
| Suitable destination for children | 1.0%      | 1.9%             |
| Health-related tourism            | 0.6%      | 0.4%             |
| Suitable destination for children | 1.0%      | 1.9%             |

\* Multi-choise question

Year on year growth (%)

# What did motivate them to come?

| Aspects motivating the choice            | La Gomera | Canary Islands |
|--|-----------|----------------|
| Previous visits to the Canary Islands    | 60.7%     | 64.1%          |
| Recommendation by friends or relatives   | 35.9%     | 34.5%          |
| The Canary Islands television channel    | 0.4%      | 0.3%           |
| Other television or radio channels       | 0.8%      | 0.8%           |
| Information in the press/magazines/books | 10.2%     | 3.8%           |
| Attendance at a tourism fair             | 0.6%      | 0.5%           |
| Tour Operator's brochure or catalogue    | 8.1%      | 8.0%           |
| Recommendation by Travel Agency          | 6.1%      | 9.7%           |
| Information obtained via the Internet    | 22.1%     | 25.8%          |
| Senior Tourism programme                 | 0.4%      | 0.2%           |
| Others                                   | 5.1%      | 6.1%           |



Source: Encuesta sobre el Gasto Turístico (ISTAC). (1) Combination of some groups previously analyzed.

Note: Tourists under 16 years old are excluded. In order to calculate percentages, "Not applicable " and "No answer" have been excluded.



La Gomera

**Canary Islands**