# Tourist profile by islands (2017) SWITZERLAND

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

|  | Lanzarote F | uerteventura | Gran Canaria | Tenerife | La Palma |
|--|-------------|--------------|--------------|----------|----------|
| Tourist arrivals (FRONTUR) (thousands)           | n.d.        | n.d.         | n.d.         | n.d.     | n.d.     |
| Tourist arrivals (> 16 years old)                | 39,425      | 48,868       | 107,885      | 85,325   | 5,405    |
| Average daily expenditure (€)                    | 160.78      | 184.61       | 182.12       | 185.13   |          |
| . in their place of residence                    | 118.76      | 143.74       | 128.86       | 132.05   |          |
| . in the Canary Islands                          | 42.02       | 40.87        | 53.26        | 53.08    |          |
| Average lenght of stay                           | 7.71        | 8.66         | 9.97         | 9.50     |          |
| Turnover per tourist (€)                         | 1,179       | 1,533        | 1,604        | 1,535    |          |
| Total turnover (€m)                              | 46          | 75           | 173          | 131      |          |
| Swiss tourist arrivals: share by islands         | 13.7%       | 17.0%        | 37.6%        | 29.7%    | 1.9%     |
| Swiss turnover: share by islands                 | 10.9%       | 17.6%        | 40.7%        | 30.8%    |          |
| <u>% tourists who pay in the Canary Islands:</u> |             |              |              |          |          |
| Accommodation:                                   |             |              |              |          |          |
| - Accommodation                                  | 17.4%       | 14.2%        | 16.6%        | 21.8%    |          |
| - Additional accommodation expenses              | 9.9%        | 9.7%         | 6.7%         | 10.6%    |          |
| Transport:                                       |             |              |              |          |          |
| - Public transport                               | 17.1%       | 12.6%        | 24.9%        | 10.1%    |          |
| - Taxi   | 9.5%        | 17.4%        | 25.0%        | 18.7%    |          |
| - Car rental                                     | 42.7%       | 25.6%        | 15.2%        | 28.1%    |          |
| Food and drink:                                  |             |              |              |          |          |
| - Food purchases at supermarkets                 | 43.4%       | 43.3%        | 53.3%        | 55.8%    |          |
| - Restaurants                                    | 67.8%       | 44.3%        | 64.0%        | 53.9%    |          |
| Souvenirs:                                       | 43.4%       | 62.3%        | 57.7%        | 54.2%    |          |
| Leisure:   |             |              |              |          |          |
| - Organized excursions                           | 23.9%       | 16.5%        | 18.6%        | 17.7%    |          |
| - Leisure, amusement                             | 3.6%        | 11.6%        | 7.4%         | 13.1%    |          |
| - Trip to other islands                          | 3.3%        | 3.7%         | 0.3%         | 2.0%     |          |
| - Sporting activities                            | 14.6%       | 14.4%        | 7.9%         | 9.9%     |          |
| - Cultural activities                            | 7.1%        | 2.6%         | 3.3%         | 4.9%     |          |
| - Discos and disco-pubs                          | 5.6%        | 8.0%         | 6.9%         | 3.9%     |          |
| Others:  |             |              |              |          |          |
| - Wellness                                       | 5.8%        | 5.4%         | 9.3%         | 5.5%     |          |
| - Medical expenses                               | 6.4%        | 2.3%         | 6.5%         | 2.1%     |          |
| - Other expenses                                 | 8.8%        | 8.4%         | 8.7%         | 9.1%     |          |
|  |             |              |              |          | O        |





# What do they book at their place of residence?

|   | LZ    | FUE   | GC    | TFE   | LP |
|---|-------|-------|-------|-------|----|
| Flight only                                 | 10.2% | 1.9%  | 8.3%  | 11.6% |    |
| Flight and accommodation (room only)        | 13.7% | 10.0% | 23.4% | 23.2% |    |
| Flight and accommodation (B&B)              | 13.1% | 9.0%  | 19.6% | 21.9% |    |
| Flight and accommodation (half board)       | 39.2% | 34.4% | 27.4% | 28.5% |    |
| Flight and accommodation (full board)       | 3.7%  | 12.8% | 2.8%  | 3.3%  |    |
| Flight and accommodation (all inclusive)    | 20.2% | 31.9% | 18.4% | 11.4% |    |
| % Tourists using low-cost airlines          | 48.1% | 37.7% | 36.2% | 50.6% |    |
| Other expenses in their place of residence: |       |       |       |       |    |
| - Car rental                                | 21.8% | 19.2% | 13.6% | 20.4% |    |
| - Sporting activities                       | 12.1% | 24.7% | 5.3%  | 7.1%  |    |
| - Excursions                                | 12.1% | 11.2% | 6.3%  | 9.1%  |    |
| - Trip to other islands                     | 0.6%  | 4.1%  | 0.0%  | 3.6%  |    |
| *= :,                                       |       |       |       |       |    |

\* Tourists over 16 years old.

| Canary<br>Islands<br>LATITUDE OF LIFE |
|---------------------------------------|
|                                       |
|                                       |

| Accommodation booking         | LZ     | FUE   | GC     | TFE    | LP |
|-------------------------------|--------|-------|--------|--------|----|
| Tour Operator                 | 33.0%  | 34.5% | 43.0%  | 28.9%  |    |
| - Tour Operator's website     | 64.2%  | 76.6% | 69.4%  | 87.0%  |    |
| Accommodation                 | 8.4%   | 14.6% | 12.5%  | 21.5%  |    |
| - Accommodation's website     | 100.0% | 89.8% | 100.0% | 84.2%  |    |
| Travel agency (High street)   | 21.6%  | 16.3% | 17.5%  | 17.9%  |    |
| Online Travel Agency (OTA)    | 31.6%  | 33.3% | 21.7%  | 27.3%  |    |
| No need to book accommodation | 5.4%   | 1.4%  | 5.3%   | 4.4%   |    |
|                               |        |       |        |        |    |
| Flight booking                | LZ     | FUE   | GC     | TFE    | LP |
| Tour Operator                 | 31.7%  | 31.9% | 41.4%  | 30.2%  |    |
| - Tour Operator's website     | 74.6%  | 62.5% | 61.3%  | 80.9%  |    |
| Airline                       | 23.5%  | 26.8% | 24.8%  | 33.0%  |    |
| - Airline's website           | 92.2%  | 95.2% | 100.0% | 100.0% |    |
| Travel agency (High street)   | 23.8%  | 11.8% | 15.4%  | 15.7%  |    |
| Online Travel Agency (OTA)    | 21.0%  | 29.4% | 18.4%  | 21.2%  |    |

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

|                         | LZ    | FUE   | GC    | TFE   | LP |
|-------------------------|-------|-------|-------|-------|----|
| The same day they leave |       |       | 0.5%  | 0.3%  |    |
| Between 2 and 7 days    | 5.0%  | 7.9%  | 4.5%  | 9.3%  |    |
| Between 8 and 15 days   | 5.7%  | 10.6% | 13.6% | 8.4%  |    |
| Between 16 and 30 days  | 14.8% | 20.0% | 14.9% | 21.9% |    |
| Between 31 and 90 days  | 30.3% | 33.4% | 30.7% | 31.2% |    |
| More than 90 days       | 44.1% | 28.1% | 35.8% | 28.9% |    |

Who are they?

Gender

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How do they book?

Å. LZ FUE GC TFE LP

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| Men                                   | 52.3% | 59.2% | 57.6% | 54.8% |  |
|---------------------------------------|-------|-------|-------|-------|--|
| Women                                 | 47.7% | 40.8% | 42.4% | 45.2% |  |
| Age                                   |       |       |       |       |  |
| Average age (tourists > 16 years old) | 47.2  | 40.4  | 46.7  | 42.9  |  |
| Standard deviation                    | 16.4  | 14.0  | 17.2  | 15.7  |  |
| Age range (> 16 years old)            |       |       |       |       |  |
| 16-24 years old                       | 6.0%  | 17.9% | 16.1% | 13.0% |  |
| 25-30 years old                       | 15.8% | 11.4% | 9.2%  | 17.0% |  |
| 31-45 years old                       | 26.0% | 33.7% | 19.4% | 23.8% |  |
| 46-60 years old                       | 29.2% | 27.7% | 30.9% | 33.1% |  |
| Over 60 years old                     | 23.1% | 9.3%  | 24.5% | 13.1% |  |
| Occupation                            |       |       |       |       |  |
| Business owner or self-employed       | 25.1% | 16.8% | 16.4% | 17.6% |  |
| Upper/Middle management employee      | 39.3% | 56.1% | 42.8% | 47.7% |  |
| Auxiliary level employee              | 4.0%  | 13.5% | 11.4% | 15.3% |  |
| Students                              | 6.0%  | 3.4%  | 7.0%  | 6.9%  |  |
| Retired                               | 23.6% | 7.8%  | 20.1% | 8.9%  |  |
| Unemployed / unpaid dom. work         | 1.9%  | 2.4%  | 2.3%  | 3.5%  |  |
| Annual household income level         |       |       |       |       |  |
| €12,000 - €24,000                     | 7.9%  | 1.7%  | 9.5%  | 7.1%  |  |
| €24,001 - €36,000                     | 4.7%  | 7.5%  | 2.5%  | 4.7%  |  |
| €36,001 - €48,000                     | 0.0%  | 4.2%  | 12.6% | 6.7%  |  |
| €48,001 - €60,000                     | 11.5% | 9.7%  | 15.8% | 13.1% |  |
| €60,001 - €72,000                     | 15.5% | 15.0% | 16.5% | 14.8% |  |
| €72,001 - €84,000                     | 9.8%  | 14.3% | 15.0% | 12.6% |  |
| More than €84,000                     | 50.6% | 47.6% | 28.1% | 41.1% |  |
|                                       |       |       |       |       |  |

#### Which island do they choose?

| Tourists (> 16 years old) | LZ     | FUE    | GC      | TFE    | LP    |
|---------------------------|--------|--------|---------|--------|-------|
| - 2013                    | 20,843 | 43,116 | 70,885  | 63,100 | 905   |
| - 2014                    | 23,972 | 32,213 | 75,248  | 80,825 | 1,752 |
| - 2015                    | 28,840 | 34,325 | 82,807  | 79,718 | 1,734 |
| - 2016                    | 30,955 | 42,060 | 97,243  | 80,202 | 1,528 |
| - 2017                    | 39,425 | 48,868 | 107,885 | 85,325 | 5,405 |

#### Where do they stay?

|   | LZ    | FUE   | GC    | TFE   | LP |
|---|-------|-------|-------|-------|----|
| 5* Hotel                                    | 21.6% | 11.9% | 16.3% | 24.2% |    |
| 4* Hotel                                    | 44.5% | 61.7% | 33.8% | 35.2% |    |
| 1-2-3* Hotel                                | 6.4%  | 13.3% | 16.5% | 8.9%  |    |
| Apartment                                   | 24.9% | 11.2% | 27.4% | 23.4% |    |
| Property (privately-owned, friends, family) | 2.3%  | 0.8%  | 4.1%  | 4.8%  |    |
| Others                                      | 0.3%  | 1.1%  | 1.9%  | 3.4%  |    |

#### Who do they come with?

|  | LZ    | FUE   | GC    | TFE   | LP |
|--|-------|-------|-------|-------|----|
| Unaccompanied                            | 5.5%  | 8.1%  | 17.3% | 12.5% |    |
| Only with partner                        | 48.2% | 45.0% | 45.5% | 50.6% |    |
| Only with children (under the age of 13) | 2.0%  | 0.9%  | 2.1%  | 1.3%  |    |
| Partner + children (under the age of 13) | 16.3% | 4.1%  | 4.8%  | 6.2%  |    |
| Other relatives                          | 4.1%  | 11.6% | 4.4%  | 4.8%  |    |
| Friends                                  | 12.6% | 14.1% | 13.9% | 8.8%  |    |
| Work colleagues                          | 0.0%  | 0.0%  | 0.3%  | 0.0%  |    |
| Other combinations <sup>(1)</sup>        | 11.2% | 16.1% | 11.7% | 15.7% |    |

\* Multi-choise question (different situations have been isolated)

#### How do they rate the Canary Islands?

| Impression of their stay       | LZ    | FUE    | GC    | TFE   | LP |
|--------------------------------|-------|--------|-------|-------|----|
| Good or very good (% tourists) | 94.3% | 100.0% | 87.0% | 93.7% |    |
| Average rating (scale 1-10)    | 8.82  | 9.06   | 8.49  | 8.81  |    |

#### How many are loyal to the Canary Islands?

| Repeat tourists of each island | LZ    | FUE   | GC    | TFE   | LP |
|--------------------------------|-------|-------|-------|-------|----|
| At least 1 previous visit      | 46.4% | 38.9% | 58.1% | 42.9% |    |
| At least 10 previous visits    | 2.7%  | 5.0%  | 10.5% | 4.9%  |    |

#### Where does the flight come from?

| Tourists (> 16 years old) | LZ    | FUE   | GC    | TFE   | LP |
|---------------------------|-------|-------|-------|-------|----|
| Switzerland               | 78.7% | 73.7% | 80.4% | 76.9% |    |
| Spanish Mainland          | 13.1% | 8.7%  | 16.6% | 16.2% |    |
| Germany                   | 0.0%  | 8.7%  | 1.4%  | 3.6%  |    |
| Italy                     | 7.2%  | 2.0%  | 0.3%  | 2.5%  |    |
| France                    | 1.0%  | 4.5%  | 0.0%  | 0.0%  |    |
| Austria                   | 0.0%  | 1.5%  | 0.0%  | 0.0%  |    |
| Poland                    | 0.0%  | 0.9%  | 0.0%  | 0.0%  |    |
| United Kingdom            | 0.0%  | 0.0%  | 0.0%  | 0.5%  |    |
| Belgium                   | 0.0%  | 0.0%  | 0.0%  | 0.3%  |    |
| Others                    | 0.0%  | 0.0%  | 1.3%  | 0.0%  |    |

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.



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| Share (%) | LZ    | FUE   | GC    | TFE   | LP   |
|-----------|-------|-------|-------|-------|------|
| - 2013    | 10.5% | 21.7% | 35.6% | 31.7% | 0.5% |
| - 2014    | 11.2% | 15.1% | 35.2% | 37.8% | 0.8% |
| - 2015    | 12.7% | 15.1% | 36.4% | 35.1% | 0.8% |
| - 2016    | 12.3% | 16.7% | 38.6% | 31.8% | 0.6% |
| - 2017    | 13.7% | 17.0% | 37.6% | 29.7% | 1.9% |

#### Why do they choose the Canary Islands?

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| Aspects influencing the choice    | LZ    | FUE   | GC    | TFE   | LP |
|-----------------------------------|-------|-------|-------|-------|----|
| Climate/sun                       | 88.2% | 94.6% | 88.1% | 91.0% |    |
| Beaches                           | 26.8% | 58.9% | 45.7% | 29.0% |    |
| Tranquillity/rest/relaxation      | 35.6% | 36.9% | 36.4% | 32.3% |    |
| Scenery                           | 31.0% | 14.1% | 23.9% | 37.3% |    |
| Visiting new places               | 33.7% | 19.8% | 15.9% | 18.6% |    |
| Security                          | 9.3%  | 7.7%  | 18.8% | 11.4% |    |
| Price                             | 8.0%  | 9.3%  | 8.2%  | 7.9%  |    |
| Active tourism                    | 12.7% | 1.5%  | 4.4%  | 10.6% |    |
| Ease of travel                    | 6.3%  | 4.8%  | 9.7%  | 8.0%  |    |
| Nautical activities               | 6.8%  | 18.4% | 3.8%  | 5.9%  |    |
| Quality of the environment        | 7.6%  | 4.9%  | 3.3%  | 6.3%  |    |
| Suitable destination for children | 7.6%  | 2.1%  | 3.8%  | 4.4%  |    |
| Rural tourism                     | 6.5%  | 0.0%  | 1.5%  | 3.1%  |    |
| Shopping                          | 1.8%  | 0.0%  | 2.6%  | 2.3%  |    |
| Nightlife/fun                     | 0.0%  | 0.0%  | 3.8%  | 1.4%  |    |
| Golf                              | 1.7%  | 2.2%  | 0.9%  | 0.6%  |    |
| * Multi-choise question           |       |       |       |       |    |

#### What did motivate them to come?

| Prescription sources                  | LZ    | FUE   | GC    | TFE   | LP |
|---------------------------------------|-------|-------|-------|-------|----|
| Previous visits to the Canary Islands | 55.4% | 55.7% | 65.7% | 51.9% |    |
| Recommendation by friends/relatives   | 32.1% | 27.2% | 27.6% | 33.3% |    |
| The Canary Islands television channel | 0.0%  | 1.1%  | 0.0%  | 0.0%  |    |
| Other television or radio channels    | 0.0%  | 0.0%  | 3.2%  | 0.0%  |    |
| Information in press/magazines/books  | 4.0%  | 9.3%  | 2.5%  | 7.8%  |    |
| Attendance at a tourism fair          | 0.0%  | 2.6%  | 0.0%  | 1.3%  |    |
| Tour Operator's brochure or catalogue | 14.1% | 6.1%  | 6.3%  | 5.8%  |    |
| Recommendation by Travel Agency       | 9.1%  | 17.6% | 13.4% | 11.3% |    |
| Information obtained via the Internet | 40.1% | 37.6% | 27.1% | 41.6% |    |
| Senior Tourism programme              | 0.0%  | 0.0%  | 0.0%  | 0.0%  |    |
| Others                                | 8.2%  | 5.6%  | 6.5%  | 2.9%  |    |
|                                       |       |       |       |       |    |

\* Multi-choise question

#### Share of tourist arrivals by islands

