•€



•?

Ť

30.9%

17.7%

How many are they and how much do they spend?

| | More than one island | Gran Canaria |
|---|----------------------|--------------|
| TOURISTS | | |
| Tourist arrivals (FRONTUR) | n.d. | 4,189,013 |
| Tourist arrivals > 15 years old (EGT) | 254,022 | 3,698,127 |
| book holiday package | 104,409 | 2,064,480 |
| do not book holiday package | 149,613 | 1,633,647 |
| - % tourists who book holiday package | 41.1% | 55.8% |
| Share of total tourist | 6.9% | 100% |

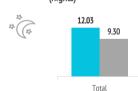
TOURISTS BY QUARTER: MORE THAN ONE ISLAND

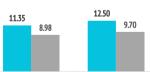
do not book holiday package book holiday package



| Expenditure per tourist (€) | 1,380 | 1,174 |
|---|-------|-------|
| book holiday package | 1,603 | 1,344 |
| holiday package | 1,231 | 1,076 |
| - others | 372 | 268 |
| do not book holiday package | 1,224 | 959 |
| - flight | 325 | 268 |
| - accommodation | 312 | 313 |
| - others | 588 | 377 |
| Average lenght of stay | 12.03 | 9.30 |
| book holiday package | 11.35 | 8.98 |
| - do not book holiday package | 12.50 | 9.70 |
| Average daily expenditure (€) | 136.1 | 141.5 |
| book holiday package | 154.6 | 159.7 |
| do not book holiday package | 123.1 | 118.6 |
| Total turnover (> 15 years old) (€m) | 351 | 4,340 |
| book holiday package | 167 | 2,774 |
| do not book holiday package | 183 | 1,566 |
| | | |

AVERAGE LENGHT OF STAY (nights)





More than one island Gran Canaria

book holiday package do not book holiday package



Importance of each factor in the destination choice

| | More than one island | Gran Canaria |
|----------------------|----------------------|--------------|
| Climate | 77.1% | 81.1% |
| Sea | 52.2% | 48.0% |
| Beaches | 47.6% | 44.0% |
| Safety | 46.7% | 48.2% |
| Tranquility | 42.8% | 44.9% |
| Landscapes | 37.2% | 29.4% |
| European belonging | 36.9% | 36.6% |
| Accommodation supply | 32.9% | 40.8% |
| Price | 32.7% | 33.8% |
| Environment | 31.8% | 28.4% |
| Effortless trip | 30.8% | 33.7% |
| Gastronomy | 25.7% | 22.8% |
| Fun possibilities | 23.0% | 19.9% |
| Authenticity | 20.8% | 16.8% |
| Exoticism | 13.5% | 10.4% |
| Nightlife | 12.0% | 9.2% |
| Hiking trail network | 11.7% | 9.1% |
| Culture | 10.3% | 7.4% |
| Shopping | 9.9% | 9.5% |
| Historical heritage | 9.2% | 7.2% |

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

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

What is the main motivation for their holidays?

| | More that | an one island | Gran Canaria |
|----------------------------|----------------------|---|--------------|
| Rest | | 49.4% | 59.3% |
| Enjoy family time | | 16.4% | 16.3% |
| Have fun | | 10.0% | 7.8% |
| Explore the destination | | 19.8% | 13.3% |
| Practice their hobbies | | 2.3% | 1.5% |
| Other reasons | | 2.2% | 1.7% |
| EXPLORE THE DESTINATION | More than one island | '// ////////////////////////////////// | 19.8% |
| | Gran Canaria | <mark>8</mark> ////// | /// 13.3% |

| How far in advance do they book their trip? | | 1 |
|---|----------------------|--------------|
| | More than one island | Gran Canaria |
| The same day | 1.4% | 1.1% |
| Between 1 and 30 days | 34.6% | 27.2% |
| Between 1 and 2 months | 25.6% | 23.2% |

% TOURISTS BOOKING BETWEEN 1 AND 30 DAYS IN ADVANCE

MORE THAN ONE ISLAND

34.6%



25.2%

13.3%



Source: Encuesta sobre el Gasto Turístico (ISTAC). Profile of tourist who spent the majority of nights in Gran Canaria and visited at least one more island.

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

Between 3 and 6 months

More than 6 months



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

| | More than one island | Gran Canaria |
|---------------------------------------|----------------------|--------------|
| Previous visits to the Canary Islands | 45.9% | 52.2% |
| Friends or relatives | 29.0% | 26.0% |
| Internet or social media | 51.5% | 51.8% |
| Mass Media | 1.7% | 1.4% |
| Travel guides and magazines | 8.7% | 7.1% |
| Travel Blogs or Forums | 5.7% | 4.2% |
| Travel TV Channels | 0.6% | 0.7% |
| Tour Operator or Travel Agency | 15.9% | 22.3% |
| Public administrations or similar | 0.5% | 0.4% |
| Others * Multi-choise question | 4.0% | 2.5% |

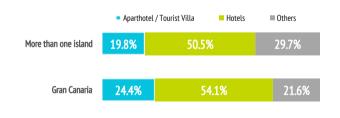
With whom did they book their flight and accommodation? 👁

| | More than one island | Gran Canaria |
|-----------------------------------|----------------------|--------------|
| <u>Flight</u> | | |
| - Directly with the airline | 53.7% | 40.8% |
| - Tour Operator or Travel Agency | 46.3% | 59.2% |
| Accommodation | | |
| - Directly with the accommodation | 39.0% | 30.3% |
| - Tour Operator or Travel Agency | 61.0% | 69.7% |

Where do they stay?

| | More than one island | Gran Canaria |
|---|----------------------|--------------|
| 1-2-3* Hotel | 14.8% | 15.4% |
| 4* Hotel | 30.5% | 30.8% |
| 5* Hotel / 5* Luxury Hotel | 5.2% | 7.8% |
| Aparthotel / Tourist Villa | 19.8% | 24.4% |
| House/room rented in a private dwelling | g 10.7% | 6.2% |
| Private accommodation (1) | 11.8% | 8.4% |
| Others (Cottage, cruise, camping,) | 7.3% | 6.9% |

(1) Own property /House of friends or relatives / Free housing exchange / Other private accommodation.



What do they book?

101

| | More than one island | Gran Canaria |
|-------------------|----------------------|--------------|
| Room only | 37.9% | 33.9% |
| Bed and Breakfast | 19.0% | 14.1% |
| Half board | 16.3% | 20.3% |
| Full board | 4.1% | 2.4% |
| All inclusive | 22.8% | 29.3% |

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37.9% of tourists book room only.

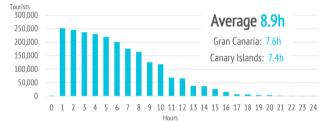
(Gran Canaria: 33.9%) (Canary Islands: 27.9%)

Other expenses

| | More than one island | Gran Canaria |
|-----------------------------------|----------------------|--------------|
| Restaurants or cafes | 58.9% | 64.4% |
| Supermarkets | 64.5% | 59.3% |
| Car rental | 20.6% | 23.3% |
| Organized excursions | 28.0% | 17.9% |
| Taxi, transfer, chauffeur service | 43.1% | 54.0% |
| Theme Parks | 6.3% | 5.6% |
| Sport activities | 5.4% | 5.7% |
| Museums | 3.8% | 3.4% |
| Flights between islands | 50.5% | 3.5% |
| | | |
| Activities in the Canary Islands | 5 | <u>*</u> † |

| Outdoor time per day | More than one island | Gran Canaria |
|----------------------|----------------------|--------------|
| 0 hours | 0.8% | 1.7% |
| 1 - 2 hours | 5.9% | 9.9% |
| 3 - 6 hours | 23.9% | 32.1% |
| 7 - 12 hours | 54.3% | 46.9% |
| More than 12 hours | 15.1% | 9.5% |

TOURISTS BY HOURS A DAY OUT OF THE ACCOMMODATION



| Activities in the Canary Islands | More than one island | Gran Canaria |
|--|----------------------|--------------|
| Beach | 74.2% | 71.6% |
| Walk, wander | 65.7% | 67.0% |
| Explore the island on their own | 49.2% | 42.5% |
| Swimming pool, hotel facilities | 45.3% | 56.5% |
| Taste Canarian gastronomy | 28.3% | 22.2% |
| Nightlife / concerts / shows | 20.7% | 18.0% |
| Sport activities | 14.4% | 12.4% |
| Organized excursions | 14.3% | 13.1% |
| Nature activities | 12.9% | 8.6% |
| Sea excursions / whale watching | 12.8% | 10.7% |
| Activities at sea | 12.6% | 9.4% |
| Theme parks | 12.4% | 9.8% |
| Wineries / markets / popular festivals | 12.4% | 10.2% |
| Museums / exhibitions | 11.4% | 8.5% |
| Beauty and health treatments | 5.9% | 5.6% |
| Astronomical observation | 4.0% | 2.8% |

* Multi-choise question

MORE THAN ONE ISLAND GRAN CANARIA

| EXPLORE THE ISLAND ON THEIR OWN | 49.2% | 42.5% | |
|------------------------------------|-------|-------|--|
| TASTE CANARIAN GASTRONOMY | 28.3% | 22.2% | |



1.4.1

14

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Tourists by number of islands visited during the trip

| | 2 or more | 3 or more | 4 or more | 5 or more | 6 or more | 7 islands |
|---------------------------|-----------|-----------|-----------|-----------|-----------|-----------|
| Tourists (> 15 years old) | 254,022 | 40,720 | 20,470 | 8,866 | 4,557 | 3,524 |
| | | | | | | |

Islands visited during the trip to Gran Canaria

Internet usage during their trip

Internet usage in the Canary Islands

Did not use the Internet

- Free Wifi connection

- Own Internet connection

- Search for locations or maps

- Search for destination info

- Download tourist apps

- Share pictures or trip videos

Used the Internet

Applications*

- Others

* Multi-choise question

| | More than one island | Tenerife | Fuerteventura | La Palma | Lanzarote | La Gomera | El Hierro |
|---------------------------|----------------------|----------|---------------|----------|-----------|-----------|-----------|
| Tourists (> 15 years old) | 254,022 | 138,374 | 73,193 | 50,225 | 44,133 | 15,385 | 10,847 |
| Share of tourist | 100% | 54.5% | 28.8% | 19.8% | 17.4% | 6.1% | 4.3% |
| * Multi-choise question | | | | | | | |

| internet usuge during the | i dip | |
|---------------------------|----------------------|--------------|
| | More than one island | Gran Canaria |
| Research | | |
| - Tourist package | 15.7% | 12.6% |
| - Flights | 13.5% | 11.6% |
| - Accommodation | 17.2% | 15.1% |
| - Transport | 18.8% | 15.6% |
| - Restaurants | 32.8% | 26.2% |
| - Excursions | 26.0% | 24.4% |
| - Activities | 32.1% | 28.4% |
| Book or purchase | | |
| - Tourist package | 33.2% | 40.6% |
| - Flights | 68.9% | 67.9% |
| - Accommodation | 57.6% | 57.2% |
| - Transport | 46.2% | 46.4% |
| - Restaurants | 14.4% | 11.6% |
| - Excursions | 12.4% | 10.2% |
| - Activities | 15.3% | 12.1% |
| * Multi-choise question | | |

More than one island

5.6%

94.4%

44.7%

30.7%

66.0%

44.8%

51.8%

9.1%

23.7%

How do they rate the Canary Islands?

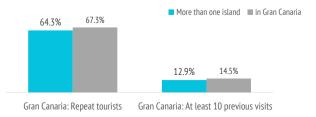
| Satisfaction (scale 0-10) | More than one island | Gran Canaria |
|--------------------------------------|----------------------|--------------|
| Average rating | 8.58 | 8.64 |
| | | |
| Experience in the Canary Islands | More than one island | Gran Canaria |
| Worse or much worse than expected | 2.1% | 2.2% |
| Lived up to expectations | 52.9% | 57.7% |
| Better or much better than expected | 45.1% | 40.1% |
| | | |
| Future intentions (scale 1-10) | More than one island | Gran Canaria |
| Return to the Canary Islands | 8.60 | 8.69 |
| Recommend visiting the Canary Island | ls 8.82 | 8.89 |
| | | |
| | | |
| | | |
| | | |



How many are loyal to the Canary Islands?

| | More than one island | in Gran Canaria |
|--|----------------------|-----------------|
| Gran Canaria: Repeat tourists | 64.3% | 67.3% |
| Gran Canaria: At least 10 previous vis | it 12.9% | 14.5% |

LOYALITY TO THE GRAN CANARIA



66% of tourists search for locations or maps during their

stay in the Canary Islands

??

(Gran Canaria: 60.3%) (Canary Islands: 61.7%)



Gran Canaria

7.6%

92.4%

37.6%

39.3%

60.3%

43.9%

53.9%

6.5%

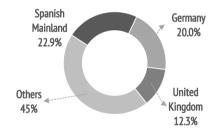
25.2%

Who are they?



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| Where are they from? | | |
|----------------------|-------|----------|
| | % | Absolute |
| Spanish Mainland | 22.9% | 58,166 |
| Germany | 20.0% | 50,700 |
| United Kingdom | 12.3% | 31,266 |
| Italy | 4.2% | 10,643 |
| Netherlands | 4.1% | 10,424 |
| Norway | 3.9% | 9,948 |
| Sweden | 3.8% | 9,771 |
| Belgium | 3.7% | 9,406 |
| Poland | 3.0% | 7,731 |
| Ireland | 2.6% | 6,669 |
| Switzerland | 2.3% | 5,779 |
| France | 2.2% | 5,479 |
| Denmark | 1.4% | 3,640 |
| Austria | 1.4% | 3,482 |
| United States | 0.9% | 2,307 |
| Finland | 0.9% | 2,295 |
| Czech Republic | 0.7% | 1,872 |
| Others | 9.6% | 24,444 |



| Who do they come | with? | | |
|------------------|-------|--|--|
| | | | |

| | More than one island | Gran Canaria |
|---|----------------------|--------------|
| Unaccompanied | 22.5% | 14.0% |
| Only with partner | 38.3% | 46.1% |
| Only with children (< 13 years old) | 6.4% | 5.2% |
| Partner + children (< 13 years old) | 3.8% | 5.4% |
| Other relatives | 7.4% | 7.9% |
| Friends | 9.6% | 7.3% |
| Work colleagues | 1.9% | 0.9% |
| Organized trip | 0.3% | 0.3% |
| Other combinations (1) | 9.9% | 12.9% |
| (1) Different situations have been isolated | | |
| Tourists with children | 13.8% | 15.3% |
| - Between 0 and 2 years old | 1.4% | 1.3% |
| - Between 3 and 12 years old | 11.8% | 12.9% |
| - Between 0 -2 and 3-12 years | 0.7% | 1.1% |
| Tourists without children | 86.2% | 84.7% |
| Group composition: | | |
| - 1 person | 27.2% | 16.7% |
| - 2 people | 43.1% | 54.1% |
| - 3 people | 11.8% | 11.6% |
| - 4 or 5 people | 14.3% | 14.5% |
| - 6 or more people | 3.7% | 3.1% |
| Average group size: | 2.34 | 2.43 |

| | More than one island | Gran Canaria |
|--------------------------------------|----------------------|--------------|
| Gender | | |
| Men | 56.2% | 51.4% |
| Women | 43.8% | 48.6% |
| Age | | |
| Average age (tourist > 15 years old) | 43.6 | 47.2 |
| Standard deviation | 14.6 | 15.5 |
| Age range (> 15 years old) | | |
| 16 - 24 years old | 8.7% | 8.0% |
| 25 - 30 years old | 14.6% | 10.2% |
| 31 - 45 years old | 35.1% | 27.4% |
| 46 - 60 years old | 27.9% | 32.1% |
| Over 60 years old | 13.7% | 22.3% |
| <u>Occupation</u> | | |
| Salaried worker | 55.9% | 53.9% |
| Self-employed | 12.4% | 11.2% |
| Unemployed | 2.0% | 1.2% |
| Business owner | 12.1% | 10.7% |
| Student | 4.9% | 3.8% |
| Retired | 10.9% | 17.8% |
| Unpaid domestic work | 0.8% | 0.5% |
| Others | 1.2% | 0.9% |
| Annual household income level | | |
| Less than €25,000 | 20.0% | 16.2% |
| €25,000 - €49,999 | 37.7% | 35.8% |
| €50,000 - €74,999 | 22.1% | 24.3% |
| More than €74,999 | 20.3% | 23.7% |
| Education level | | |
| No studies | 3.4% | 3.3% |
| Primary education | 2.7% | 3.2% |
| Secondary education | 24.3% | 26.0% |
| Higher education | 69.6% | 67.5% |
| | | |



Pictures: Freepik.com

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Source: Encuesta sobre el Gasto Turístico (ISTAC). Profile of tourist who spent the majority of nights in Gran Canaria and visited at least one more island.

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