

#### **Agenda**





2022 in Review and 2023 Outlook Developing the Region • RTDS / DEDPs • Enterprise Supports Panel Discussion Promoting the Region Providing Routes to Market

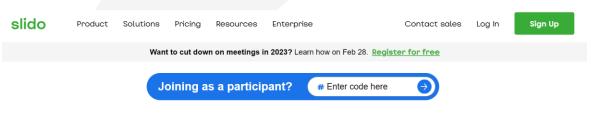
#### **Panel Discussion**





- 1. Open the camera on your phone and scan the QR code on this slide. This will bring you directly to the Slido event page where you can enter your question.
- 2.Go to www.slido.com. Enter code #1683259 in the box. Click on the link to the event and enter your question.





# The easiest way to make your meetings interactive

Engage your participants with live polls, Q&A, quizzes and word clouds

— whether you meet in the office, online or in-between.



#### **Topics**





1. National Highlights – 2022 and 2023

2. Supply side challenges to overcome

3. Regional Outcomes & Perspectives – 2022 and 2023

#### **Section 1**

## 2022 Review

Overseas

Domestic







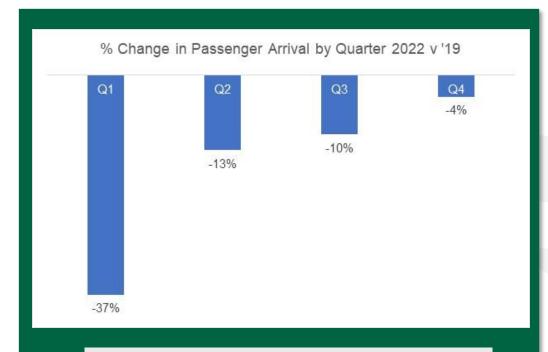


#### **Overseas Market - Fast Recovery**





- Progressive recovery in total inbound arrivals
- Continental Europe led the recovery
- Q3/4 good return of North American visitors.
- Great Britain was more challenged



Jan - Dec Arrivals	2022 v 2019
Great Britain	-21%
Mainland Europe	-8%
North America	-20%
Other Long Haul	-15%
Total	-14%

## Domestic Market - Strong Performance Fáilte Ireland



January to September 2022 vs 2019:

10.2 million total trips +14%



Holiday trips + 19%



Holiday nights + 21%.



Domestic holidays increased share of total trips by Irish residents to

51% in 2019 57% in 2022

### 2023 Outlook

- Demand side opportunities
- Supply side challenges
- Sustainability targets







#### 1. Demand Side Opportunities





#### Opportunities in Overseas Market: Air Access Forecast 2023

Changes in Seat Capacity	Summer 2023 vs. 2019
Great Britain	+2%
Mainland Europe	+4%
North America	-2%
Rest of World	+8%
All Markets	+3%

Source: OAG, February 6<sup>th</sup> 2023 Summer Season: April to October

#### 1. Demand Side Opportunities





#### **Positive Domestic 2023 Outlook**

- Consideration for taking a domestic trip in 2023 is 82% on par with 2019
- 23% intend to take a break in the next 3 months
- Visitor satisfaction high at 79%
- Value for money critical for domestic

#### **Section 2**

# Supply Side Challenges

SUSTAINABLE Recovery







#### **Supply Side Challenges**







- 1. Rising Operating Costs
- 2. Accommodation Capacity
- 3. Staffing
- 4. Car Hire
- 5. Value for Money



- 2. Price pressure/lost business
- 3. Pressure to maintain standards
- 4. Regional mobility impacted
- 5. Long-term reputational risk

#### **Government Contracts**





# Combined IP and BOTP contracted beds in all Fáilte Ireland registered accommodation

The graphic below details the percentage of IP and BOTP contracted beds in Fáilte Ireland registered accommodation.

For comparison purposes, the relative positions this month and last month are as follows:

Total average contracted beds across all counties: 26.05% (25.19 % in December)

Total average contracted beds across all counties excluding Dublin: 31.57% (30.12 % in December)

	IP and BOTP of	ontracted %	of Registered	Accommodation	
Counties		Contracted Beds Overall %			
eitrim	794	650	81.86%		
ongford	312	202	64.74%		
Nonegal Conegal	9,009	4,511	50,0796	Don	egal: 50.07%
leath	3,577	1,635	45.71%		
avan	2,543	1,069	42.04%		
igo	3,653	1,521	41.64%	The state of the s	
lare	8,435	3,323	39.40%	Leitrim:	
lonaghan	1,155	431	37.32%	Sligo: 41.64%	Monaghan: 37.32%
outh	2,153	801	37.20%	SilgU: 41.04%	Cavan: 42.04%
erry	18,433	6,780	36.78%	Mayo: 35.04%	Louth: 37.2%
layo	7,537	2,641	35.04%	Roscommon	: 25.84% Longford: 64.74%
estmeath estmeath	2,758	935	33.90%		Meath: 45.71%
ffaly	1,031	319	30.94%		Westmeath: 33.90%
exford	4,995	1,544	30.91%	Galway: 21.04%	Dublin: 13.69%
ipperary	2,594	769	29.65%		Offaly: 30.94% Kildare: 9.78%
arlow	1,687	472	27.98%		Laois: 26.86% Wicklow: 24.36%
aois	1,508	405	26.86%		Ladis. 20.00%
oscommon	894	231	25.84%	Clare: 39.4%	Carlow: 27.98%
ork	15,223	3,903	25.64%		Kilkenny: 18.7%
ficklow	4,159	1,013	24.36%	Limerick: 22,08%	Tipperary: 29.65%
merick	6,009	1,327	22.08%		Wexford: 30.91%
alway	14,593	3,071	21.04%		Waterford: 17.31%
ilkenny	3,958	740	18.70%	Kerry: 36.78%	
/aterford	4,216	730	17.31%	Cork: 25.64%	
ounty Dublin, Ireland	55,763	7,635	13.69%		
ildare	3,425	335	9.78%		
otal Average Contracted beds across all counties	180,414	46,993	26.05%		
otal Average Contracted beds across all counties Excluding	Du 124,651	39,358	31.5796		

# **Sustainability Targets**

SUSTAINABLE Recovery







#### **Sustainability Targets**





Government Commitment to carbon neutrality no later than 2050

Sector target is a 35% reduction in emissions by 2030

Collective effort from every business and stakeholder

#### Section 3

# A Closer Look at Regional Performance

SUSTAINABLE Recovery







#### **VICE Framework**





Visitor: Destination Attitude Survey

Industry: Barometer, Occupancy and Rate

Community: Tourism Approval Rating

Environment: SEA/Environmental Monitoring

**VISITOR** 

# Destination Attitude Survey

SUSTAINABLE Recovery





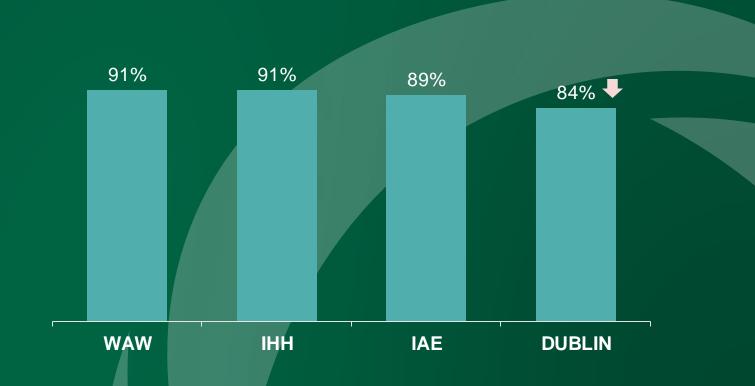


#### Visitor Destination Attitudes Survey



- 8,283 interviews across 56 locations between July and September 2022
- Visitor satisfaction is exceptionally high, indicating experiences are delivering against expectations.







- Consistently strong performer with overall satisfaction and VFM in line with the strong national performance.
- Some destinations could benefit from improvements to functional elements of the visitor experience, but the scale of actions are more incremental as opposed to mitigating poor perceptions.
- Significant day tripping behaviour into the destinations, from both domestic and overseas visitors, suggests accommodation hubs outside of areas and a concentration in specific locations.





- WAW is the template for retaining visitor movement within its brand area and is also the most 'connected' brand – with the highest incidence of awareness and visitation to nearby attractions.
- While trip satisfaction is consistently high, there is wide variation in the VFM ratings across destinations, with Galway City a clear concern.
- WAW leads the national ratings on 'look & feel' and excels on outdoor activities and sightseeing. The evaluation of food and ease of travel does however vary significantly across the brand's destinations.



#### **INDUSTRY**

## Industry Sentiment

SUSTAINABLE Recovery







#### **Plenty of Optimism**





Volume of business in 2022 up on 2021

WAW 66% IAE 68%

Volume in 2022 better or equal to 2019 levels

WAW 58% IAE 57%

WAW 78% IAE 74%

Believe 2023 will surpass or match 2022 volume

Biggest concern:

Costs

# Occupancy and Rates









#### **Fáilte Ireland Hotel Performance**





#### **Year to Date December 2022**

	00	ccupa	incy	Ave.	Daily	Rate		RevPAI	R
	2022	2019	Variance 2022 vs 2019	2022	2019	Variance 2022 vs 2019	2022	2019	Variance 2022 vs 2019
National	73	77	-5 ppts	160	128	25%	117	98	19%
Cork	73	78	-6 ppts	149	113	31%	109	88	24%

#### COMMUNITY

# Tourism Approval Rating





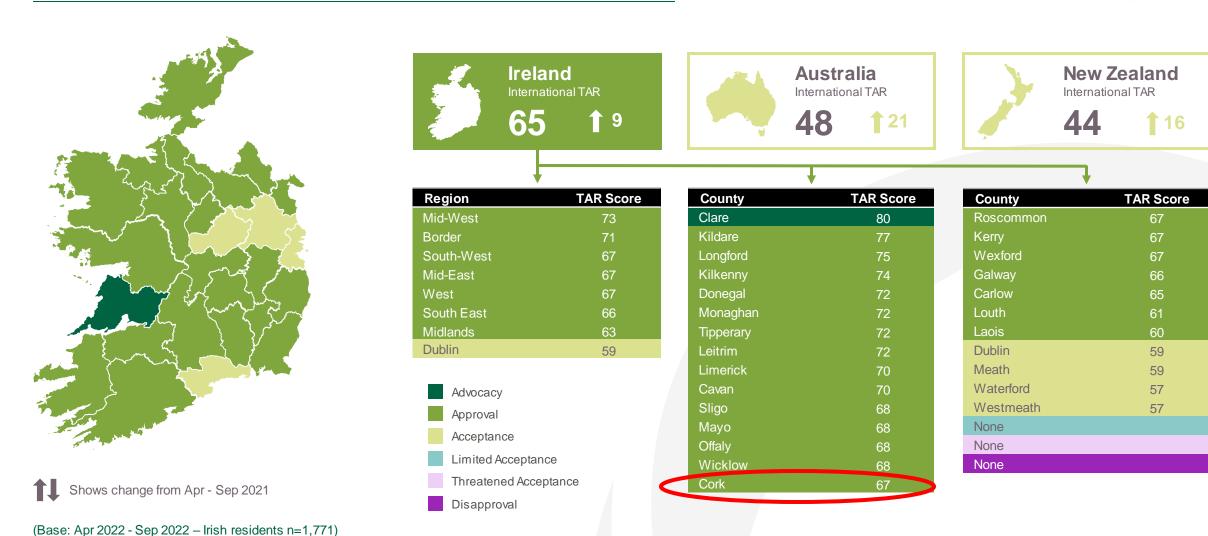




#### **International Tourism**







Caution: all counties except Cork, Donegal, Dublin and Galway have a low sample size

#### **Domestic Tourism**







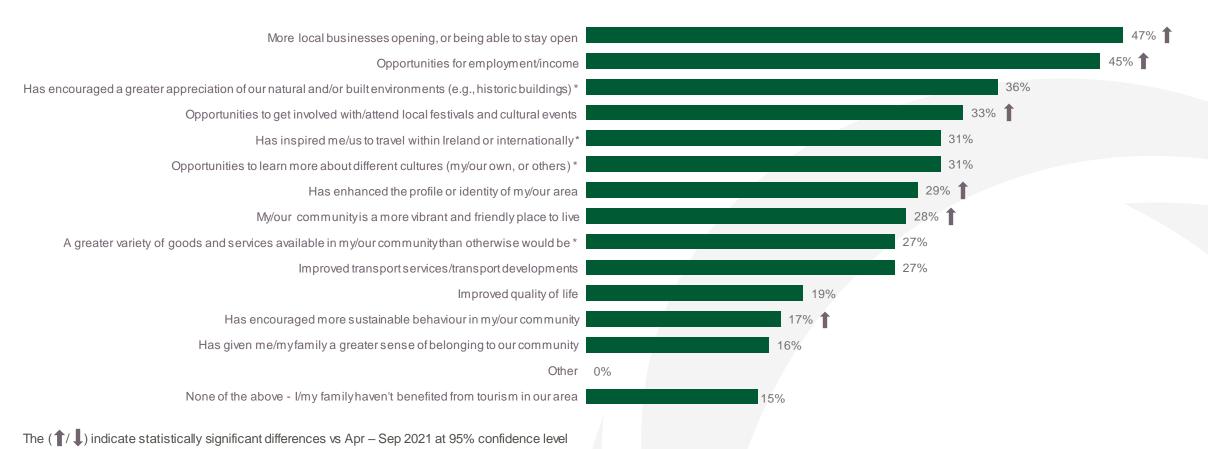
Caution: all counties except Cork, Donegal, Dublin and Galway have a low sample size

#### Benefits from tourism activity in local area 😱





#### In which of the following ways, if any, would you say you/your family benefit from tourism activity in your local area?



(Base: Apr 2022 - Sep 2022 - Irish residents n=1,771)

<sup>\*</sup> Answer added in Q4 2021 - significant difference test not possible

#### Ensuring tourism benefits Irish communities (\*) Fáilte Irish communities





4%

#### What more, if anything, do you think could be done to ensure tourism benefits communities in Ireland?

	Growing Tourism	35%
	Increase promotion of individual Irish counties	13%
=1000 <b>0</b>	Create new attractions and activities	8%
типип	Greater investment/funding for county development	7%
	More events and festivals	4%



Community Focused	35%
Reduce costs of living (including domestic travel)	15%
 Increase provision of local facilities	7%
Community beautification	5%
Greater celebration of Irish culture, language and heritage	3%
Encouraging residents (and tourists) to support local	3%

<b>?</b> ??	Managing Tourism	7%
STP.	Public consultation and collaboration	3%
^	Tourism Accommodation	11%

More/greater diversity of accommodation options

#### **ENVIRONMENT**

# **Environmental Sustainability**









#### **Environmental Sustainability**





- Environmental Monitoring Plan all regions
- SEAs Regional Strategies & DEDPs
- Reducing Businesses' Carbon Footprint
  - Climate Action Roadmap
  - Business Capability Toolkits
  - Carbon Calculator

## Industry Recovery Strategy









#### 7 Areas of Transformational Change





- Sustainable Business Recovery
- Supporting Tourism Careers
- Accelerate Domestic Tourism
- Opening the Outdoors
- Industry Digitalisation
- Destination Development and Distribution
- S Driving Climate Action



#### IAE RTDS 5 Strategic Objectives





1

Motivate the domestic and international consumer to visit Ireland's Ancient East.

(2)

Provide the visitor with more reasons to stay, increasing the economic impact of tourism in Ireland's Ancient East.

3

Ensure the region is easy to access, navigate and consume.

4

Enable and assist the industry to grow its capacity and capability to ensure that it can thrive and create sustainable jobs in local communities.

5

Build committed stakeholder and industry partnerships to guide sustainable destination development.

#### What are the Aims of a DEDP?





- 5 year sustainable tourism development plan aligning all stakeholders
- Focus on the strengths of the area
- Identify projects that will make a difference
- Maximise their opportunity for success
- Motivate visitors to visit, stay and spend
- Extend the season
- Disperse visitors across the destination
- Generate economic return for the area



DESTINATION PROPOSITION



SHARED



STAKEHOLDER ALIGNMENT



COMMUNITY



ACCOMMODATION



VISITOR EXPERIENCES



PRODUCT



EVENING ECONOMY



SAFETY



BUSINESS TOURISM FACILITIES





#### **DISTINCTIVE DESTINATIONS**



VISITOR INFORMATION AND CUSTOMER SERVICE



FOOD & DRINK



RETAIL

VISITOR INFRASTRUCTURE

& FACILITIES



& EVENTS



MANAGED PUBLIC REALM



SIGNAGE & ORIENTATION



QUALITY

P





ACCESS & TRANSPORT



SUSTAINED SALES & MARKETING



## **Cork DEDP**

(City, Harbour and East Cork)

Q1 Launch









#### What the plan addresses...





Over Reliance





Corporate travel & Business Tourism

Under Indexing **Family Attraction of Scale Water Access Harbour Destination** Access

#### Focus areas





- 1. Develop the Cork City and Docklands Urban Experience
- 2. Create World Class Harbour Experiences
- 3. Grow East Cork Experience Gateways
- 4. Cork Food Capital of Ireland



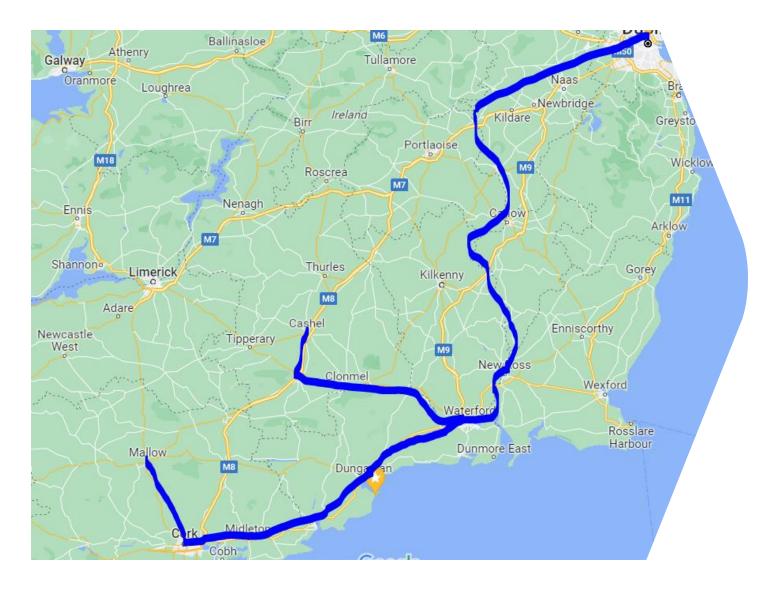
### Lee, City and Harbour Way











#### **Cork DEDP Projects**





Food Plan – Build on Food Provenance

Identify
Attraction of
Scale

Attractions Cluster

Orientation Map

Cork Harbour Masterplan







### West Cork DEDP

**Q2 Launch** 









#### What the plan addresses...





1

Seasonality and uneven visitor distribution

2

#### **Overnights**

- Day Trippers
- Indoor Experiences
- Bookability
- Evening economy

3

#### Strengths / USP

- Land and Water
- Food

(4)

#### Coordination

- Marketing / USP
- Infrastructure

#### Cork as Ireland's Food Capital



- +60% of Ireland's artisan food producers
- Build on Cork's food provenance
- Sustainable food practices
- Enhance & extend food in tourism experiences
- Food networks & itineraries
- Food markets
- Outdoor dining











#### **2022 Supports**







469 Businesses & 1114 Employees from *Ireland's Ancient East* businesses attended Fáilte Ireland training workshops and webinars in 2022

**852** Businesses & **1928** Employees from *Wild Atlantic Way* businesses attended Fáilte Ireland training workshops and webinars in 2022

## **Most popular Programme Areas:**

- Energy Management Climate Action Supports
- Saleable Experience Development
- Sales & Marketing
- Digital

### Challenges













## Employer Excellence Programme

SUSTAINABLE Recovery





### **Employer Excellence To Date in Numbers**



170

Businesses registered to date

2,100

People Managers completing the Fundamentals of People Management Learning 20,000

Tourism and Hospitality employees positively impacted by the Employer Excellence Programme

#### **2023 Plans**





Roll Out Employer Excellence Certification to participating businesses



Launch Micro Programme for businesses with fewer than 20 employees



Host Employer Excellence Gala Awards Event April 2023



Comprehensive Communications Campaign raising awareness and encouraging participation



Targeted support for businesses to drive implementation of action plans







## learniFI





150+ Modules available Accessible anytime, anywhere and on any device













## Competitiveness



Reducing Costs

Increasing Revenues

Exceptional
Customer
Value
Experience

#### **2023 Strategic Priorities**









## Reduction of Operational Costs

- To reduce Costs
- To drive Efficiencies
- To deliver VFM and great customer experiences



#### **Digitalisation**

- Increase customer reach and engagement
- Drive sales revenue online using web, social & connected & 3rd party distribution
- Data analytics & tech adapta tions for big impact with small investment



#### **Climate Action**

- Measuring your carbon Footprint
- Practical supports to develop and implement your action plan
- Supported by case studies and expert guides







Sales and Marketing

Digital Marketing Skills

HR Supports

Revenue Generation

Accessibility in Tourism

Energy, Water and Food Waste Reduction

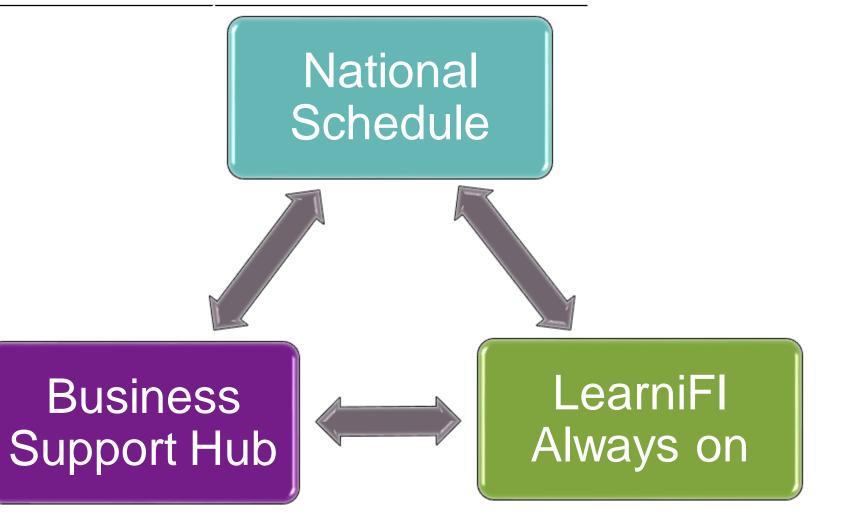
Finance

#### **Engaging with Supports**









#### So our ask of you...







- 1. Sign up to the Climate Actions and Excellent Employer Program
- 2. Engage with supports to drive your business growth
  - Speak to your local contact for further information on the programmes available to support your business in 2023
  - Engage with Fáilte Ireland's National Calendar of supports and the Business Support Hub
- 3. Encourage your staff to upskill and engage with the New learniFI always on learning to support your teams





### **Communications Journey**







**Ireland - CATEGORY BUILDING** 

#### THINK ABOUT GOING

Making Ireland salient in the minds of the domestic audience

**Role: Inspiration** 

#### REGIONAL EXPERIENCE BRANDS





## WHY SHOULD I GO (REASONS TO BELIEVE)

Keep Discovering starts the story. It establishes regions in the minds of consumers.

**Role: Inspiration & Consideration** 

DESTINATIONS,
OCCASIONS,
FESTIVALS
& EVENTS

#### WHERE SHOULD I GO & WHY GO NOW

The creative builds the Keep Discovering story highlighting places to go and significant reasons to travel now. County creative completes the story. It moves consumers to a specific location providing the final pull to encourage that short break.

**Role: Conversion** 

## Keep Discovering Campaign



AV-VOD & BROADCAST INTEGRATION



WEATHER SPONSORSHIP



**AUDIO** 



PRINT



HIGH REACH, HIGH FREQUENCY MULTI-CHANNEL CAMPAIGN



SOCIAL



**MEDIA RELATIONS** 



**INFLUENCERS** 



DOMESTIC SALES

SUPPORTED BY BUSINESS & MARKETING TOOLKIT

## Inspiring the nation through TV Failte Ireland







**National** across ROI & NI

> Reaching 55% of adults weekly













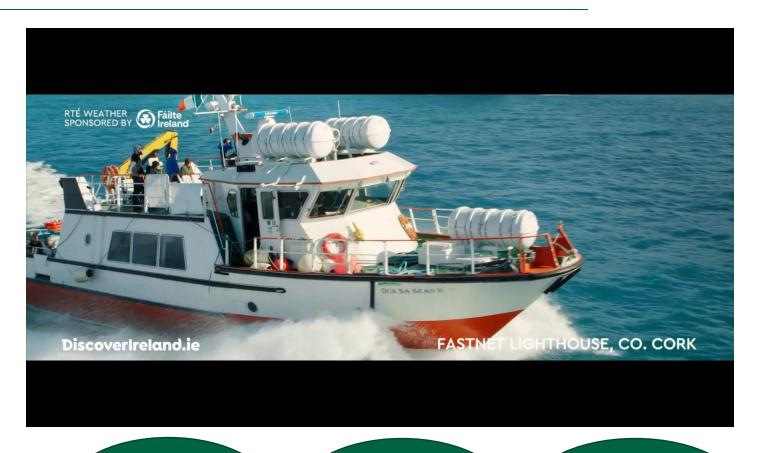


# Building salience through Ireland's largest broadcast sponsorship











120 Stings per week **1.6 Million**Average
Weekly Reach

8.3
Average Weekly
Frequency

# Driving national reach via audio & press





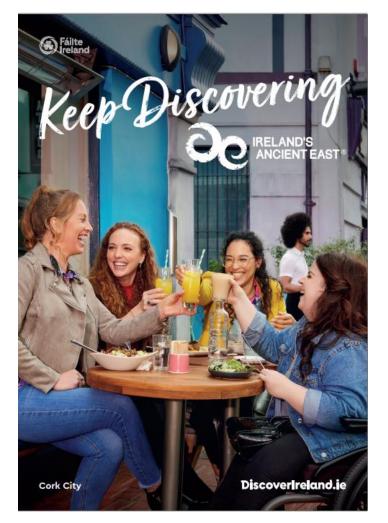


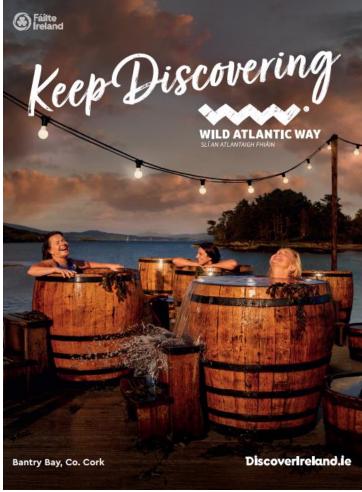
National radio targeting ROI &NI





Online audio for extended reach





# Driving relevancy through digital & social













## Showcasing experiences via TV Partnerships...









159K Reach





130K Reach per segment



### ...and Digital Partnerships











6 exciting wildlife experiences for families to visit in Ireland this summer

HERFAMILY / 9 SHARES

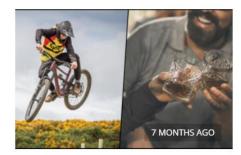


9 of the best outdoor family experiences in Ireland's Ancient East



Planning your next adventure? Here are 7 Irish attractions you need to visit this summer

JOE / 9 SHARES



7 new and exciting Dublin attractions you need to try this summer

JOE / 48 SHARES



Making summer plans? These anyweather trips and activities are perfect for your next day out

JOE / 8 SHARES



7 delicious food experiences to try out in West Cork this summer

JOE / 32 SHARES



22 Weeks 58 Pieces of Content



This Autumn discover coastal wonders, scenic hikes, island adventures or incredible city breaks.

Your next adventure starts here.



5.8M

Total social Reach

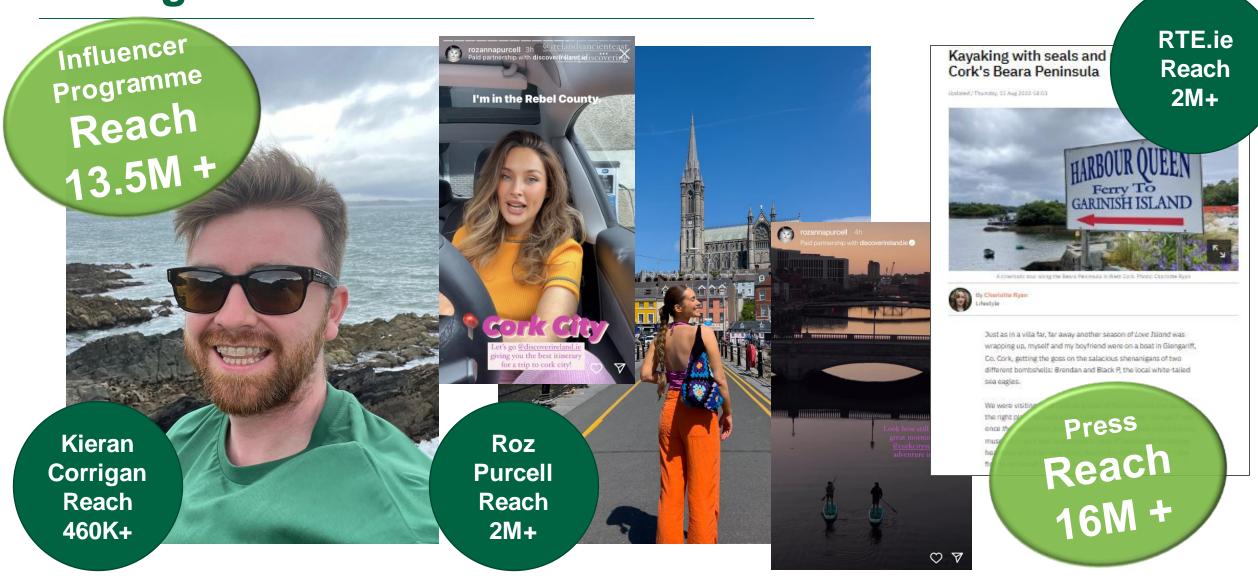
Kickstart the ultimate Irish adventure with these 90 unmissable attractions and activities

# Building positive word-of-mouth through influencers & PR





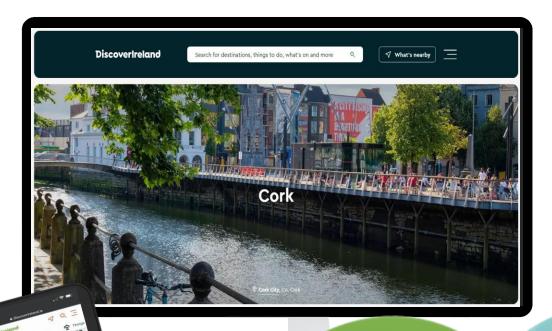




# Showcasing the best things to See and Do via website & email Fáilte Ireland







Emails Database: 60K

Open Rate: 30% (22% industry avg)

Published Twice a month

Discover Ireland.ie

200K Sessions YTD Referrals +180% v's 2019

## **Building communities** on Social Media



1.5M **Community Size** 10%





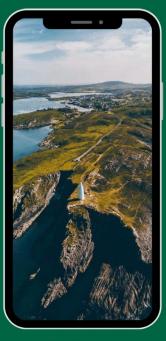
## **Top Performing**



Gougane Barra Views - 58k



Kinsale Views - 32k



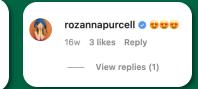
**Baltimore** Views - 50k



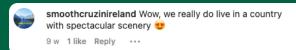
**Cork City Upcoming** 















# How you can get involved







## Keep Discovering Industry Toolkit







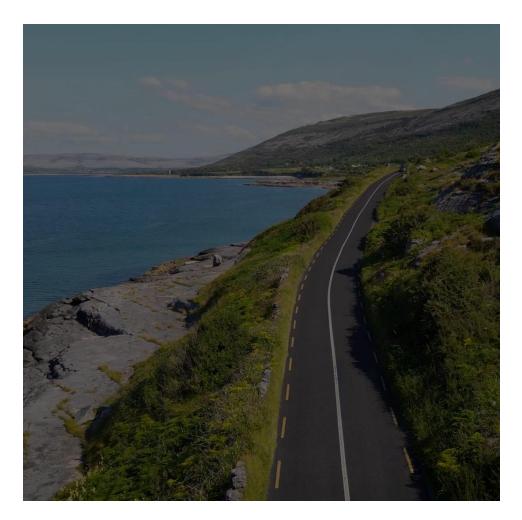










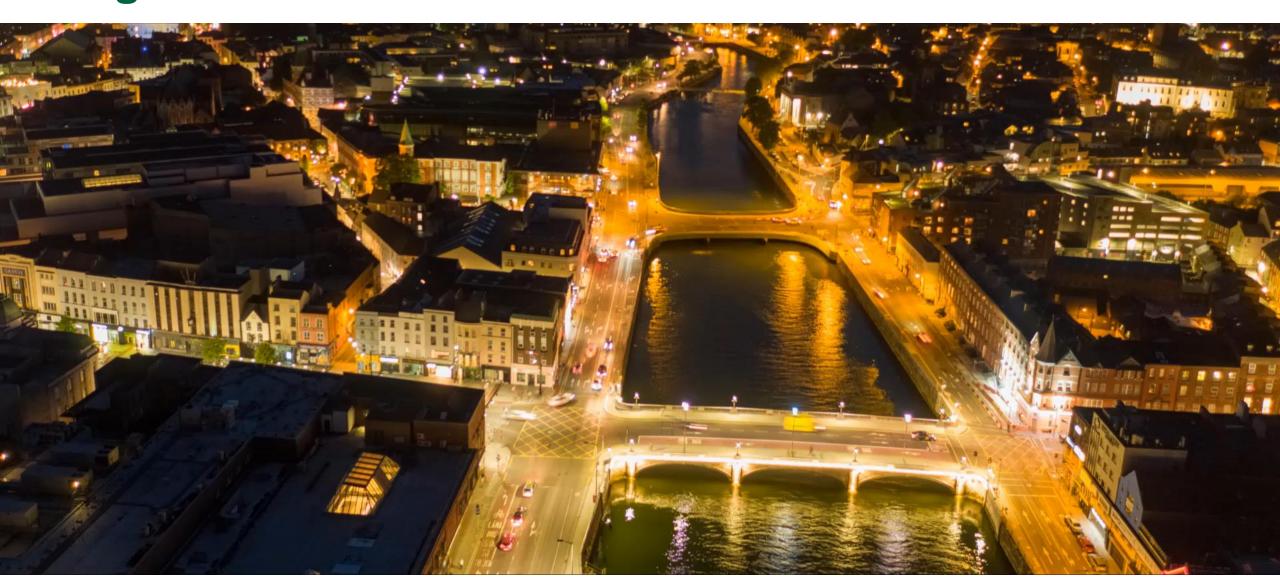


## Digital – Ireland's Content Pool Fáilte WILD ATLANTIC WAY









### **Key Takeaway**









Failteireland.ie

Ireland's **CONTENT** POOL

# Commercial Development

SUSTAINABLE RECOVERY







### **Commercial Development**









#### **Leisure Tourism**

- Destination Development
- B2B Routes to market
- Itinerary Development
- Buyer programming
- Golf & Luxury



#### **Trade Team**

- In Ireland Platforms Meitheal
- Buyer FAM trips
- Recruitment for overseas leisure events
- Management of trade portal



#### **Business Tourism**

- Generate Business Event Leads
- Lead conversion & distribution
- Pipeline management
- Supporting industry conversions
- Regional Convention Bureaux

### Impact in 2022









#### **Leisure Tourism**

- €36.5m Incremental Revenue, In Year
- Bed nights delivered across 26
   Counties
- 6,000 Overseas Golf Travel
   Trade Campaign With Regional
   Messaging



#### **Trade Team**

- 11 In Ireland Platforms providing
   12,500+ contracting opportunities
- 900+ Industry recruited for In Ireland platforms
- Recruited 670+ Industry for 80
   Overseas Platforms



#### **Business Tourism**

- **€202m** of Events Took Place
- **€271m** of Leads Generated
- €183m of Leads Converted
- **€660m** of Leads Added to Pipeline

## **Leisure Tourism**

SUSTAINABLE Recovery

















### **B2B Saleable Experiences**

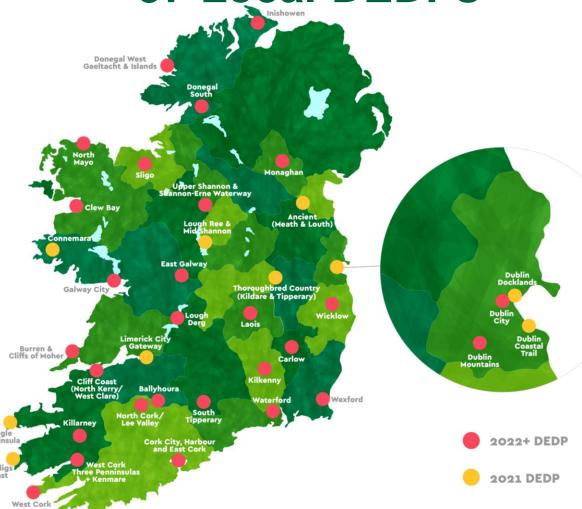








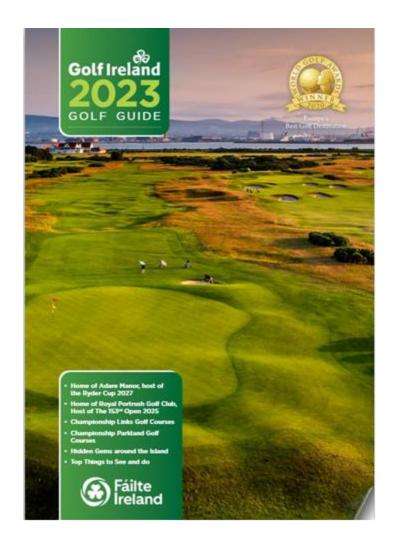
#### 37 Local DEDPs

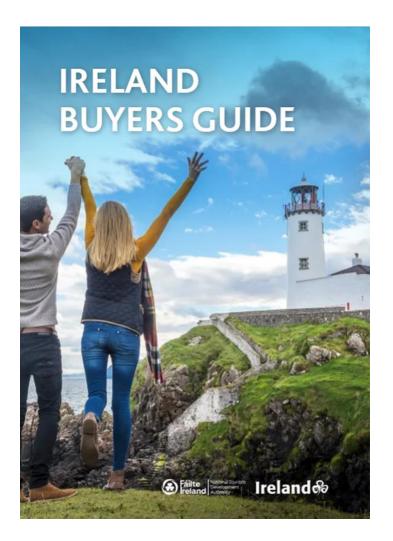


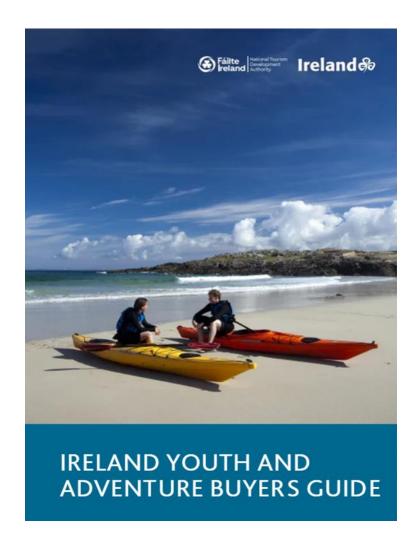
## Buyer Guides and Presentations Fáilte Ireland











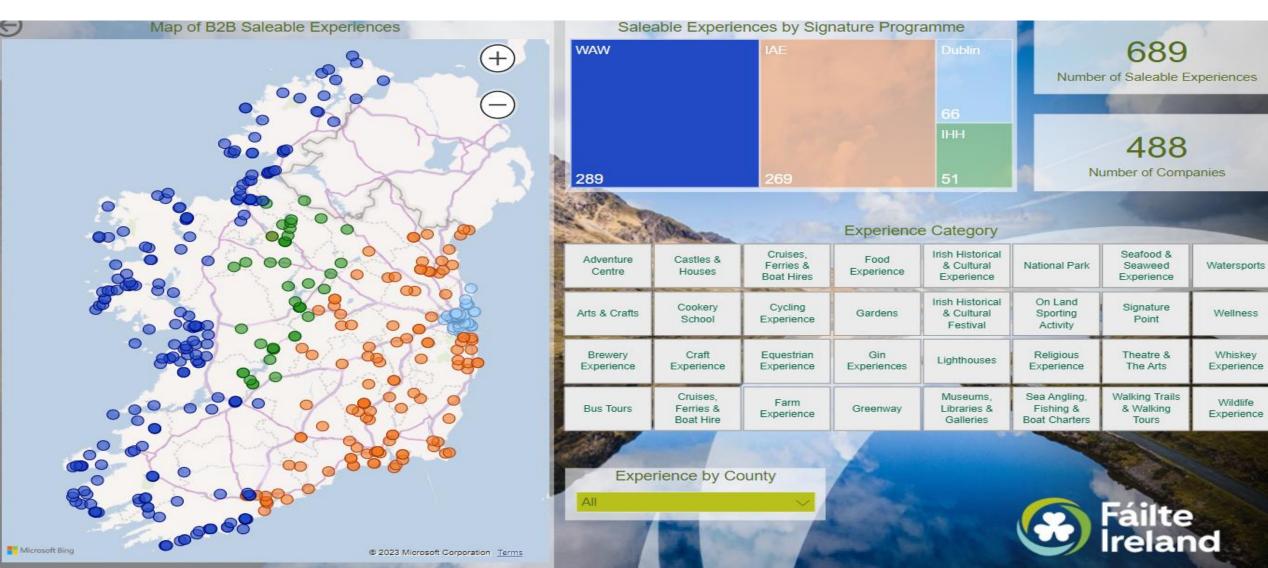
### **Buyer Portal**

Programme Dublin IAE IHH WAW









#### Platforms and FAM's









**Buyers** 



Industry



**Markets** 



**Estimated Contracting Opportunities** 



**Meitheal Fams** 











# Golf, Luxury & Business Tourism

SUSTAINABLE RECOVERY







#### **Golf**





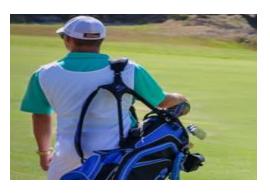








**DP World Tour Events** 



Caddie Programme



Golf Tourism
Development Strategy

12 B2C Platforms

9 B2B Platforms 300+
Industry places will be available to participate in these platforms across 2023

8 Buyer Fams

6 Domestic Platforms

## Luxury















**Luxury Strategy** 

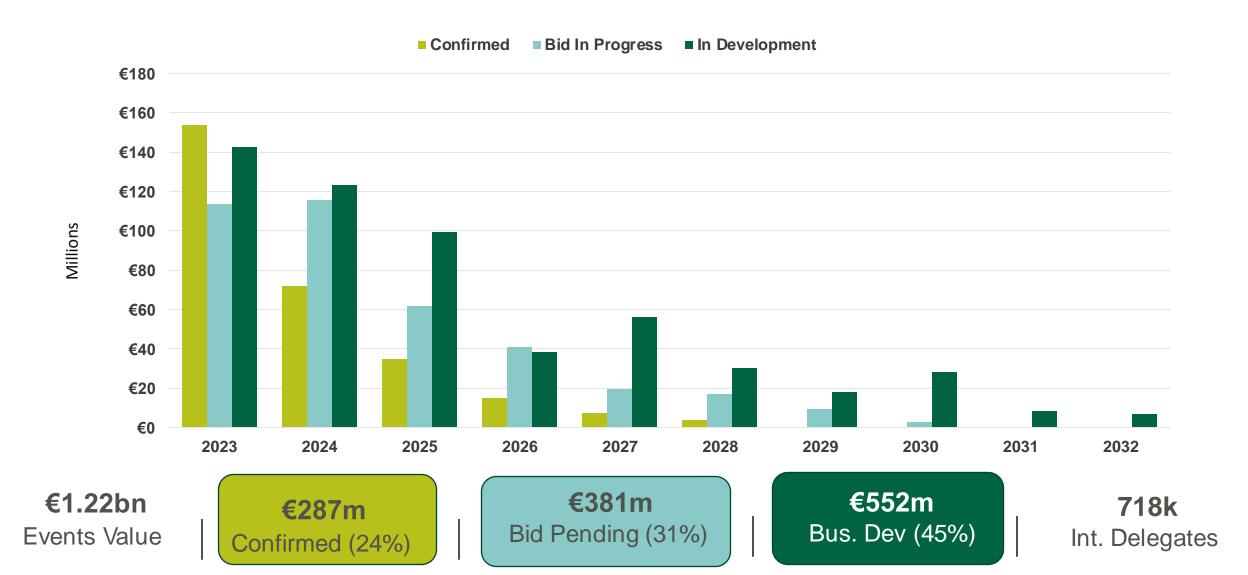
**Master Connections** 

Luxury FAMs & Platforms

**Luxury Event - Engage** 

#### **Business Events Pipeline 2023 - 2032**





## **2023 Priority Projects**









Gala Dinner Venues Scheme



Legacy & Impact



**Ambassador Club** 





#### **Cork Convention Bureau**









**€45m + confirmed business 30,479 international delegates** 



**Financial Supports** 



2-year Service Level Agreement



**Practical and Operational Supports** 

#### **Commercial Development 2023**









#### **Leisure Tourism**

- Providing distribution opportunities for saleable experiences from 37 DEDPs
- Routes to market via 96 IBIA
- Presenting B2B experiences at 48 overseas platforms
- New Golf & Luxury Strategies



#### **Trade Team**

- 8 In Ireland Platforms providing
   15,500 contracting opportunities
- 900+ Industry recruited for In Ireland platforms
- 400+ to be recruited for Industry for 50 Overseas Platforms



#### **Business Tourism**

- €274m Leads Generated
- €192m Leads Converted
- €700m Added to Pipeline
- **€211m** of Events Taking Place
- New Business Tourism Strategy

# Digital that Delivers

SUSTAINABLE Recovery







#### **Digital that Delivers**







Scale, investment & economic impact:



## Positioning Ireland for Success Fáilte Ireland







