

## **Agenda**





National & Local Context Paul Keeley & Miriam Kennedy	
Product & Enterprise Development  Miriam Kennedy & Aileen Deasy	
Panel Discussion	
Marketing & Commercial Development  Deirdre O'Brien & Paul Mockler	
Q&A	



#### **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





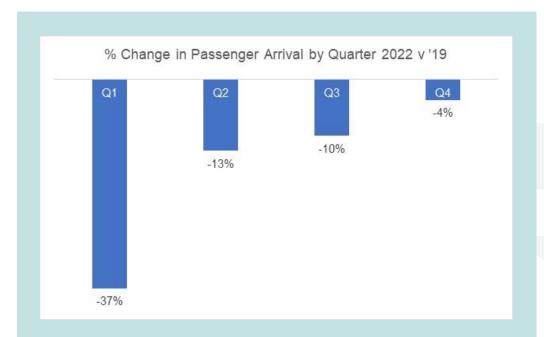


#### **Overseas Market - Fast Recovery**





- 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**



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











#### 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

#### **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





#### **Supply Side Challenges**



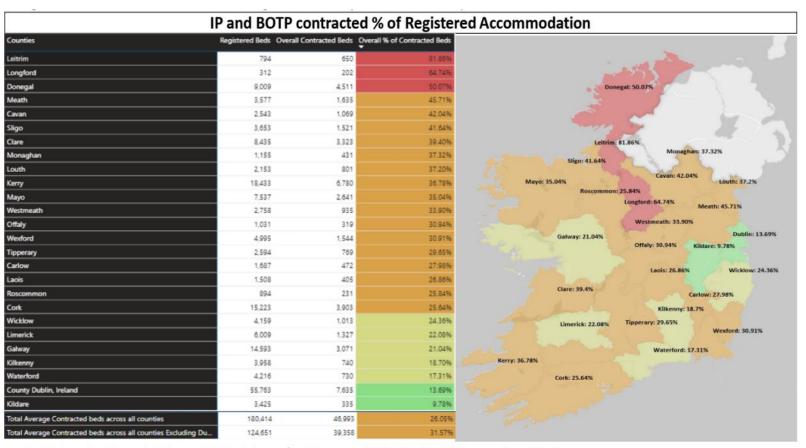
- 1. Rising Operating Costs
- 2. Accommodation Capacity
- 3. Staffing
- 4. Car Hire
- 5. Value for Money

- 1. Pressure on margins
- 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 here details the percentage of IP and BOTP contacted 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)

# **Sustainability Targets**





#### **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







#### **VICE Framework**



Visitor: Destination Attitude Survey

Industry: Barometer, Occupancy and Rate

Community: Tourism Approval Rating

Environment: SEA/Environmental Monitoring

#### **VISITOR**

# Destination Attitude Survey





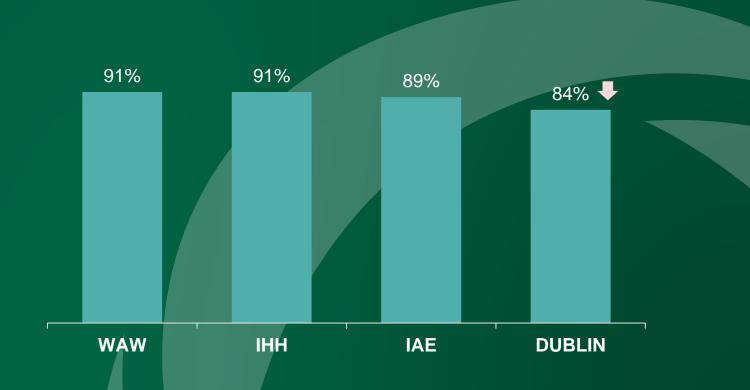


#### Visitor Destination Attitudes Survey



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



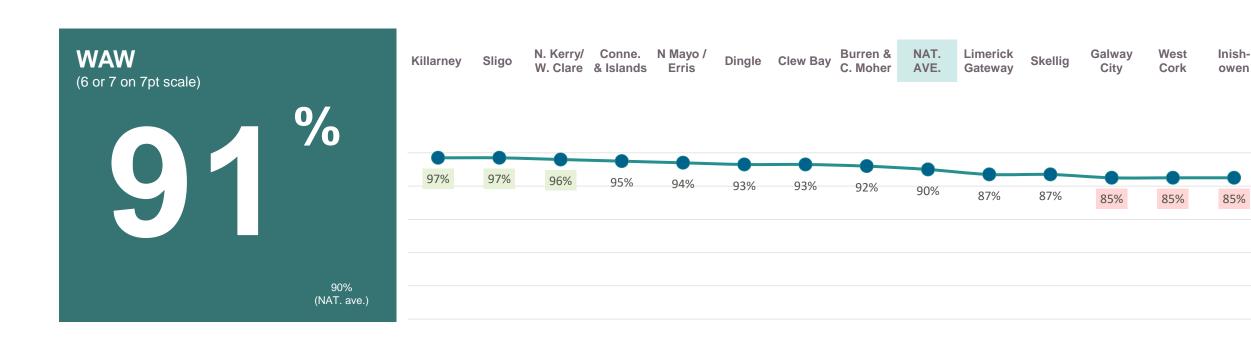


## The majority of WAW DEDPs deliver high quality experiences. Galway, West Cork and Inishowen require improvement in look and feel elements, as well as food and activity offerings.





TRIP SATISFACTION - "VERY SATISFIED"





- Wild Atlantic Way 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 DEDPs, 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 offering and ease of travel does however vary significantly across the brand's DEDPs.



#### **INDUSTRY**

# **Industry Sentiment**





#### **Good Optimism within Wild Atlantic Way**



66%

Stated 2022 volume of business was ahead of 2021

58%

Stated 2022 volumes were up or at least equal to 2019

78%

2023 volume will surpass or match 2022

85%

Costs are key concern

# Occupancy and Rates





#### Fáilte Ireland Hotel Performance Year to Date December 2022



	Occupancy		Average Daily Rate		RevPAR				
	2022	2019	Variance 2022 vs 2019	2022	2019	Variance 2022 vs 2019	2022	2019	Variance 2022 vs 2019
National	73	77	-4 ppts	160	128	25%	117	98	19%
Limerick	76	69	+7ppts	157	136	16%	119	94	27%

#### COMMUNITY

## Tourism Approval Rating





#### **International Tourism**





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

#### **Domestic Tourism**



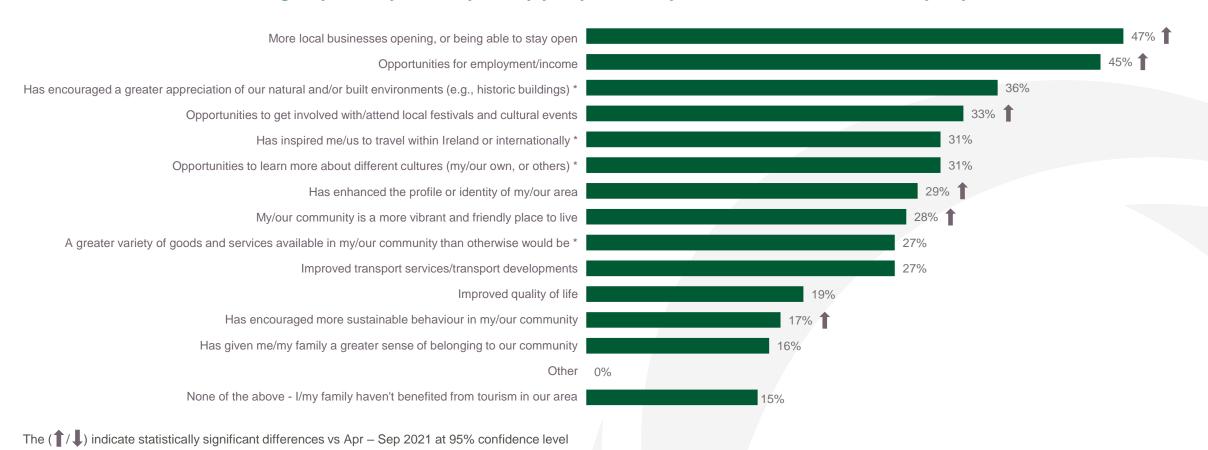


Caution: all counties except Cork, Donegal, Dublin and Galway have a low sample size

#### **Benefits of 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**



#### 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%
5000	Create new attractions and activities	8%
тиши	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%

3€)•	Managing Tourism	7%
<b>STA</b>	Public consultation and collaboration	3%
	Tourism Accommodation	11%
	Cheaper accommodation options	8%
	More/greater diversity of accommodation ontions	4%

#### **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

## Wild Atlantic Way Regional Tourism Development Strategy

**Miriam Kennedy** 



#### What you had to say ...





"Appropriate and sustainable facilities and infrastructure are needed to "open up" the outdoors"

"The importance of protecting the "wildness" of the west coast"

"The volume and value of tourism to the Wild Atlantic Way is uneven leading to cold spots and hot spots





#### **Our Strategic Challenges**

Grow year round appeal of WAW	
Raise intl. profile of northern half of WAW & increase revenue	
Increase revenue, dispersion & season extension across southern half	
Enable & assist industry growth	
Protect cultural authenticity & 'wildness'	
Create flourishing destinations & thriving communities.	



Grow year round appeal of WAW, Attract & disperse high value visitor.

- Create a more differentiated approach to marketing the WAW
- Improve the online presence & bookability
- Invest in the route to ensure a consistent and quality experience.
- Improve public transport





#### Raise the international profile of the Northern half of the Wild Atlantic Way to increase visitation and revenue.

- Address need for iconic attractors in the northern half.
- Drive incremental tourism revenue through sustained promotion domestically and internationally.
- Create a more sustained partnership and focus with TNI and TI to better partner on Wild Atlantic Way and Causeway Coast.











Increase tourism revenue, visitor dispersion and season extension across the Southern half of the Wild Atlantic Way

- Develop new, refreshed offerings in established destinations to maintain competitiveness.
- Address the need for strong supporting all weather attractions to retain the visitor and extend the season
- Enhance and improve the visitor experience at a range of existing signature and iconic visitor attractions
- Provide strong visitor management plans





## Protect the cultural authenticity and "wildness" of the Wild Atlantic Way

- Provide more appropriate visitor facilities
- Build and substantiate the reputation of the region as a sustainable tourism destination.
- Protect and share cultural authenticity of west
- Ensure that "wildness" remains at the core of the Wild Atlantic Way









#### **Enable and assist the industry to grow**

 Provide appropriate supports and interventions to enable businesses to thrive

Create flourishing destinations and thriving communities.

- Implement DEDPs
- Build strong tourism networks
- Involve local communities in decisions





## DEDP Development







**DEDPs on the Wild Atlantic Way** 

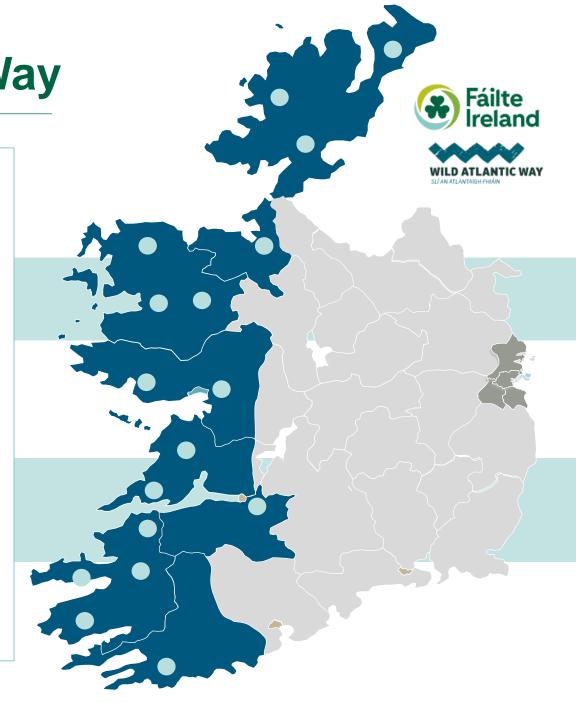
#### 16 DEDPs

Launched or in development across the Wild Atlantic Way

600+

Industry and stakeholder champions engaged with across the WAW

- 1. Inishowen Peninsula
- 2. West Donegal & Islands
- 3. South Donegal
- 4. Sligo
- 5. North Mayo/Erris
- 6. Clew Bay
- 7. East Mayo
- 8. Connemara & Islands
- 9. Galway City
- 10. Burren and Cliffs of Moher
- 11. Limerick
- 12. Cliff Coast (North Kerry/West Clare)
- 13. Dingle Peninsula
- 14. Skellig Coast
- 15. Killarney
- 16. West Cork, Three Peninsulas & Kenmare



# Burren & Cliffs of Moher DEDP







#### Why the plan is needed ....







Highest number of visitors per County - Lowest spend per head

2

Uneven Dispersal of visitors



Traffic management issues-uneven dispersal of visitors

#### **Catalyst Projects**







Cliffs of Moher Masterplan & Walking Trail



#### **Catalyst Projects**













## Limerick







#### Why the plan is needed ....







Not perceived as a leisure tourism destination



Lack of industry co-operative approach



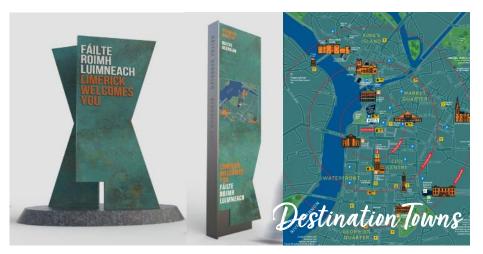
Poor Visitor
Orientation &
Placemaking

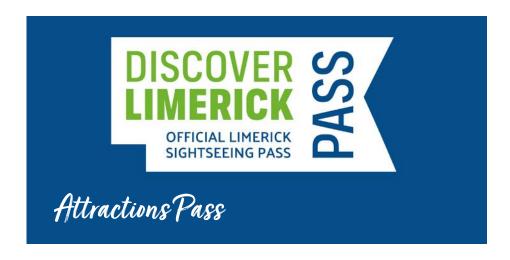
#### **Catalyst Projects**















#### **Destination Attitude Survey - 2022**





	Nat. Ave.	Wild Atlantic Way	Inish- owen	N Kerry/ W Clare	Sligo	N Mayo / Erris	Clew Bay	Conne & Islands	Galway City		Limerick Gateway		Killarney	Skellig	West Cork
Helpfulness of local people	92%	94%	89%	97%	98%	94%	98%	98%	90%	92%	96%	95%	98%	94%	79%
Sense of safety and security while walking around the area	90%	91%	84%	98%	98%	92%	97%	96%	90%	86%	95%	95%	85%	87%	79%
Cleanliness of the area	83%	86%	74%	90%	89%	91%	94%	95%	63%	94%	93%	89%	89%	82%	80%
Overall visual appearance of the towns in the area	82%	86%	49%	92%	91%	72%	95%	90%	81%	96%	95%	96%	88%	88%	81%
Uniqueness of the area	81%	89%	82%	90%	92%	93%	87%	90%	83%	95%	94%	93%	95%	90%	78%
Not overcrowded/ not too many visitors	78%	74%	53%	93%	84%	81%	64%	62%	60%	68%	91%	86%	81%	72%	73%
Initiatives / behaviours aligned to environmental protection sustainability	64%	65%	19%	83%	82%	52%	61%	59%	40%	55%	89%	77%	75%	62%	67%
Quality of shopping options	60%	64%	34%	86%	81%	45%	66%	53%	57%	60%	93%	76%	59%	38%	62%
Information on the area being available in your own language	52%	53%	18%	58%	59%	44%	35%	40%	40%	74%	84%	73%	56%	47%	65%

Base: 2461 (excl DK)

Significantly higher than National ave. (99% CI)
Significantly lower than National ave. (99% CI)

Q.22 Now I would like to ask you to rate a series of specific aspects of your visit to this area. SHOW MAP. For each one I read out, I would like you to rate it on a ten-point scale where ten means you think it was extremely good, and 1 means you think it was extremely poor. Please be as honest as you like. All comments, whether positive or negative, will help inform how this area is developed for visitors. SHOW CARD SCALES. Please begin by thinking about the look and feel of the area how would you rate:Information on the area being available in your own language

<sup>\*</sup> Base in European & ROW visitors: 851 (excl DK)

### **Cliff Coast**







#### Plan to launch in 2023







## Product Development





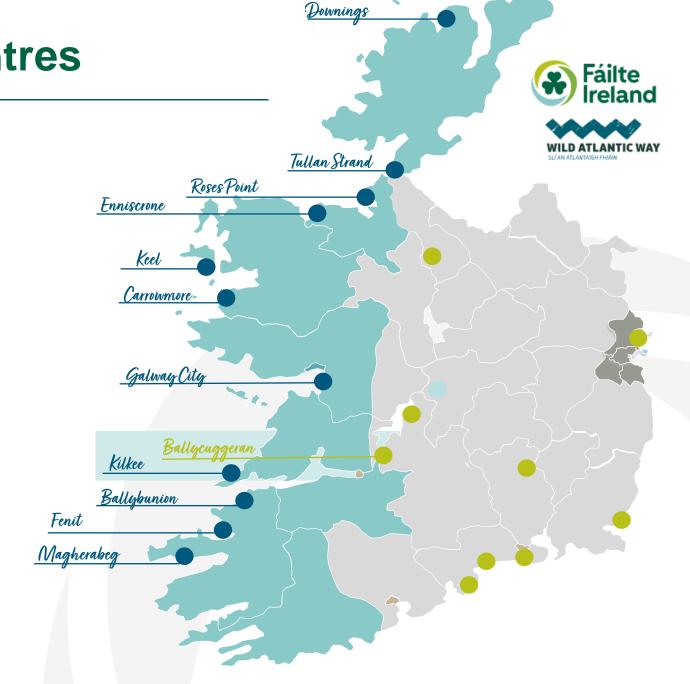


#### **Water Sports Facility Centres**



Ballycuggeran & Kilkee

Fáilte Ireland Funding: € 1,700,000 Expected Opening Date: 2024 / 2025



# **Mountain Bike Trail Centre - Ballyhoura**









### Joint RRDF Project with Coillte

**Total Project Costs:** 

€13.68 million

**Expected Opening** 

Date: 2024 - 2025



# **Enterprise Supports**

**Aileen Deasy** 







#### **2022 Supports**





852 Businesses &

1928 Employees from

Wild Atlantic Way businesses attended Fáilte Ireland training workshops and webinars in 2022

## Most popular Programme Areas:

- Energy ManagementClimate Action Supports
- Saleable Experience Development
- Sales & Marketing
- Digital Supports

#### Challenges











### 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**



- Shop window is user friendly and easy to navigate for your customers
- Byte sized digital enhancements deliver big impacts with small investments
- Your website as a sales engine to drive more revenues.

#### **Climate Action**

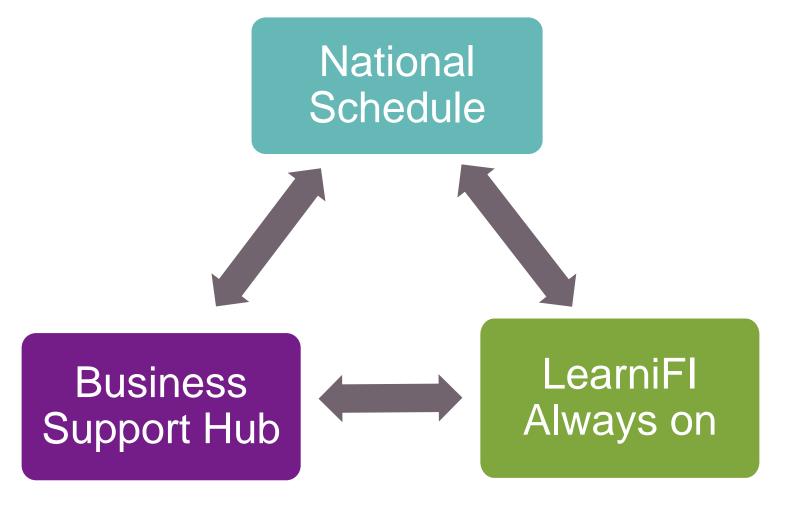


- Measuring your carbon Footprint
- Practical supports to develop your Action plan
- Supported by case studies and expert guides

#### **Engaging with Supports**







#### National Schedule & Support Hub





Sales and Marketing

Digital Marketing Skills

HR Supports

Revenue Generation

Accessibility in Tourism

Energy, Water and Food Waste Reduction

Finance

## learniFl







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







#### Our ask of you today...





- **1. Help your Business grow** Speak to your local contact for further information on the programmes best suited to support your business grow in 2023.
- 2. Focus in on developing your business commercially through Fáilte Ireland's National Calendar of supports and the Business Support Hub
- 3. Encourage your staff to **upskill and engage** with the New **learniFl** always on learning **to support your teams**

# Panel Discussion

**Stephen O'Connor** 

The Strand Hotel

**Gordan Daly** 

Limerick City & County Council

**Geraldine Enright** 

Cliffs of Moher

**Deirdre O'Shea** 

Clare County Council









#### **Communications Journey**



#### **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 Ireland and its 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



PUBLISHER PARTNERSHIPS

HIGH REACH, HIGH FREQUENCY MULTI-CHANNEL CAMPAIGN



SOCIAL



**MEDIA RELATIONS** 



**INFLUENCERS** 



DOMESTIC SALES

**SUPPORTED BY BUSINESS & MARKETING TOOLKIT** 

#### Inspiring the nation through TV



**National** across ROI & NI

> Reaching 55% of adults weekly









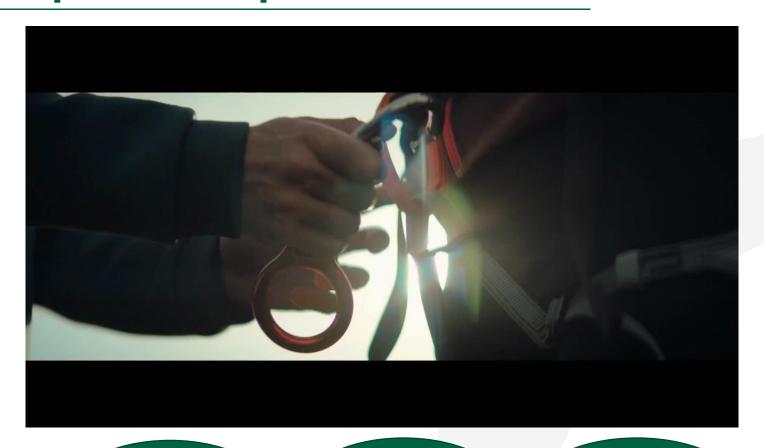






## Building salience through Ireland's largest broadcast sponsorship







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

**8.3**Average Weekly
Frequency





National radio targeting ROI &NI



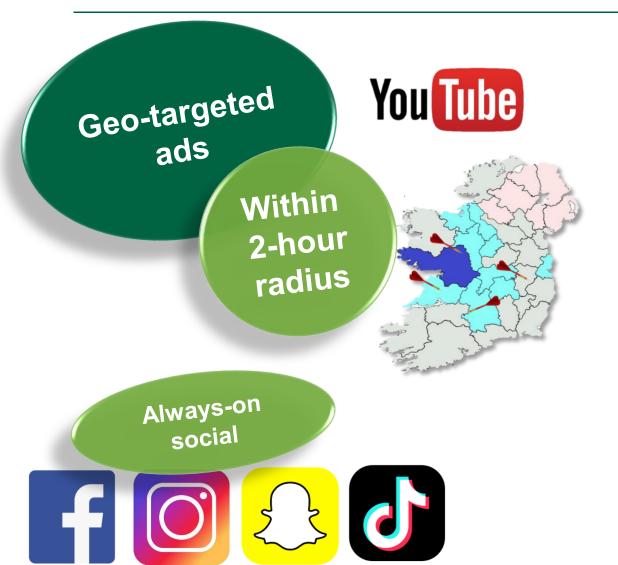


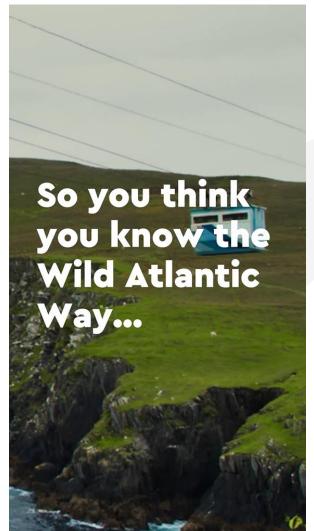
Online audio for extended reach



## Driving relevancy through digital & social









# Showcasing experiences via TV Partnerships...

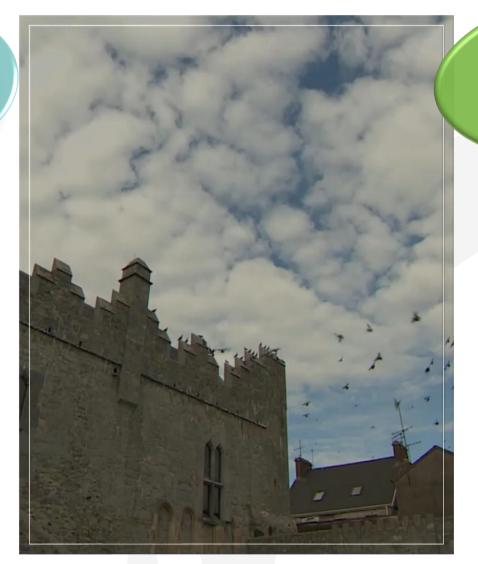




12 Weeks

159K Reach per segment





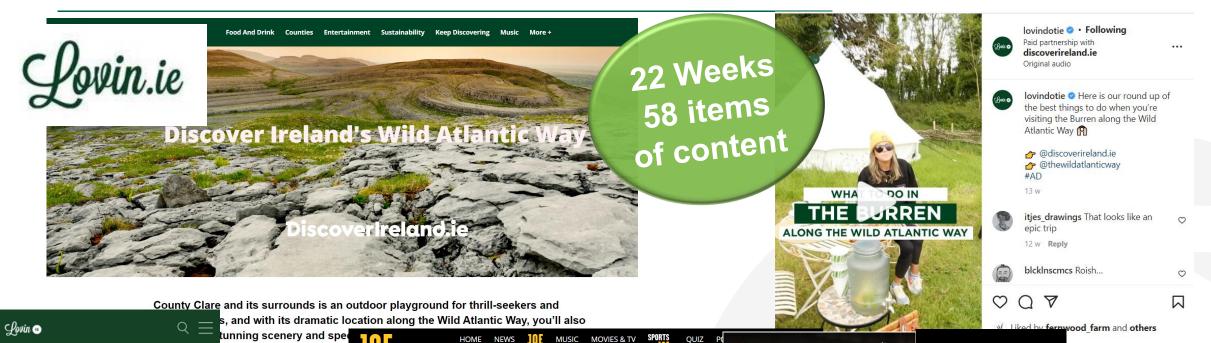
1.6M
Total Partnership
Reach

## ...and Digital Partnerships

5.8M

Total social Reach





Keep Discovering

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

Your next adventure starts here.

#### 15. Limerick Street Art Trail

If you're spending some time in Limerick this summer, take a stroll along Lime and discover 17 new and exciting pieces of urban art, created by a number of international artists.

#### 16. Hunt Museum, Limerick City

Looking for your fix of art and culture in Limerick? Take a journey back in time through a fascinating collection of art and artefacts. You can also explore the during your visit, and be sure to keep an eye out for any upcoming events or i

#### Limerick Christmas Markets, 27 November, 11 December and 17

This festive season, Limerick will be host to a number of Christmas method the city and county, selling handmade crafts and offering live entertayou in the festive spirit.



JCE IE SERTY IN SELECT

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

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



Influencer
Programme
Reach
13.5M +

Paddy Smyth Reach 45K

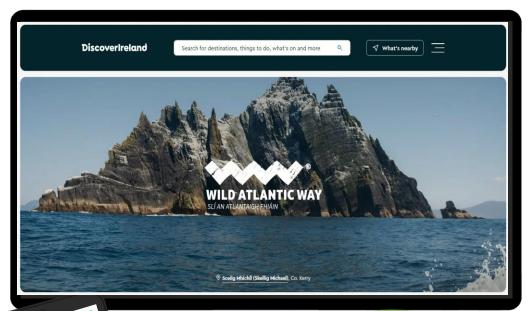




## Showcasing the best things to See and Do via website & email







Emails Database: 60K

Open Rate: 30%

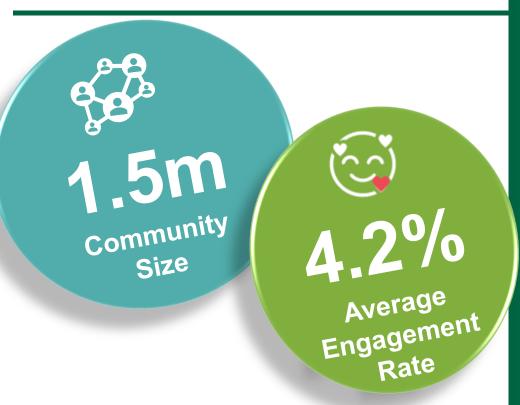
Published Twice a month



685,574 Sessions

107,211 Referrals

## **Building communities** on Social Media





## Top Performing Posts



Limerick Views - 23k



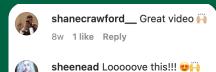
Cliffs of Moher Views - 80k



Limerick Greenway Views - 21k

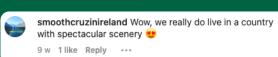


Loop Head Views - 24k











12.2M

**Total Impressions** 



# How you can get involved





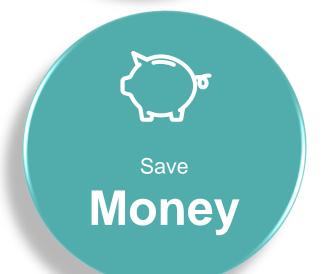
## **Keep Discovering Industry Toolkit**













www.failteireland.ie



## **Key Takeaway**





# Commercial Development







## **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







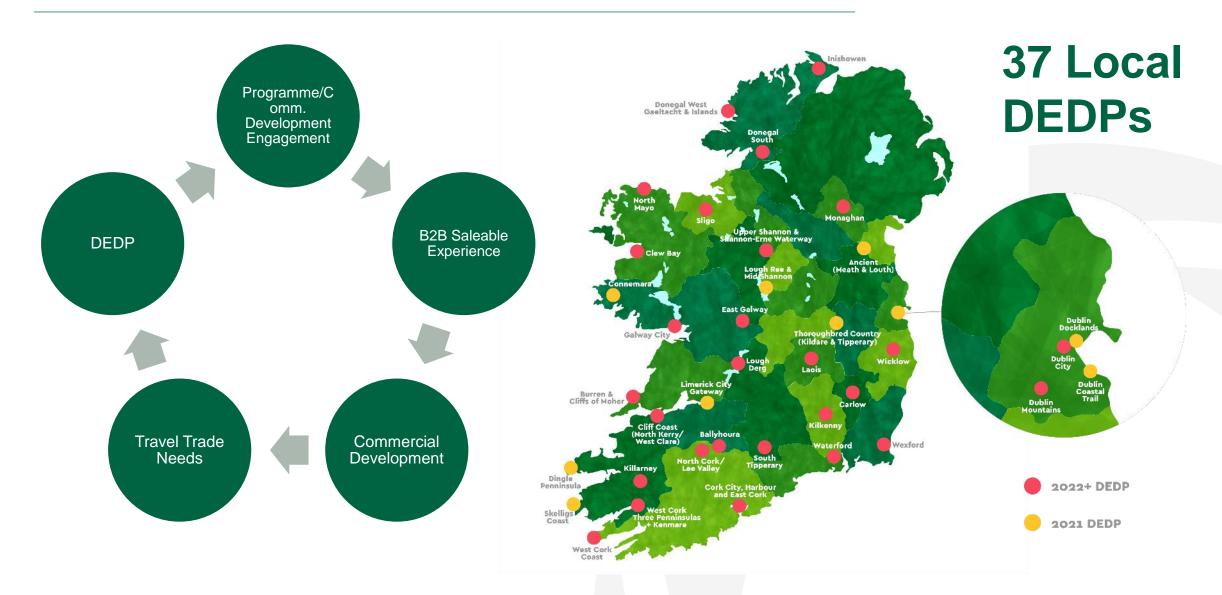




Fáilte Ireland

## **B2B Saleable Experiences**

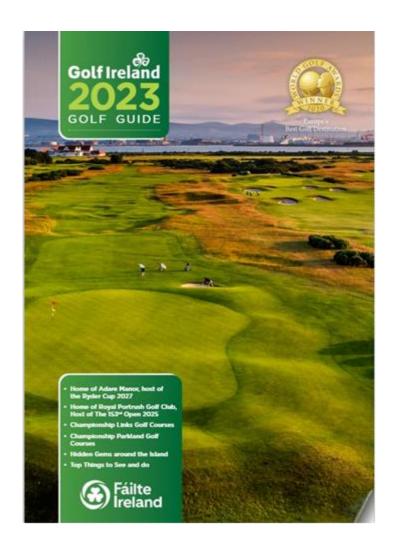


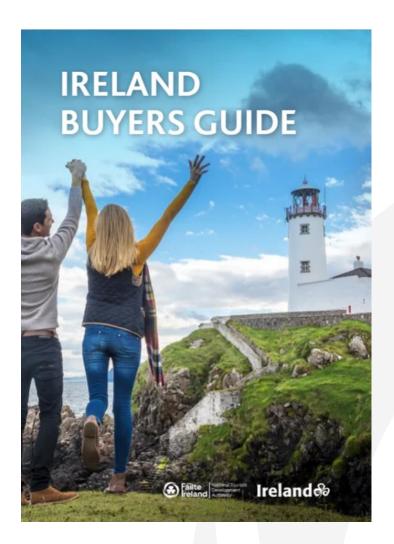


## **Buyer Guides and Presentations**







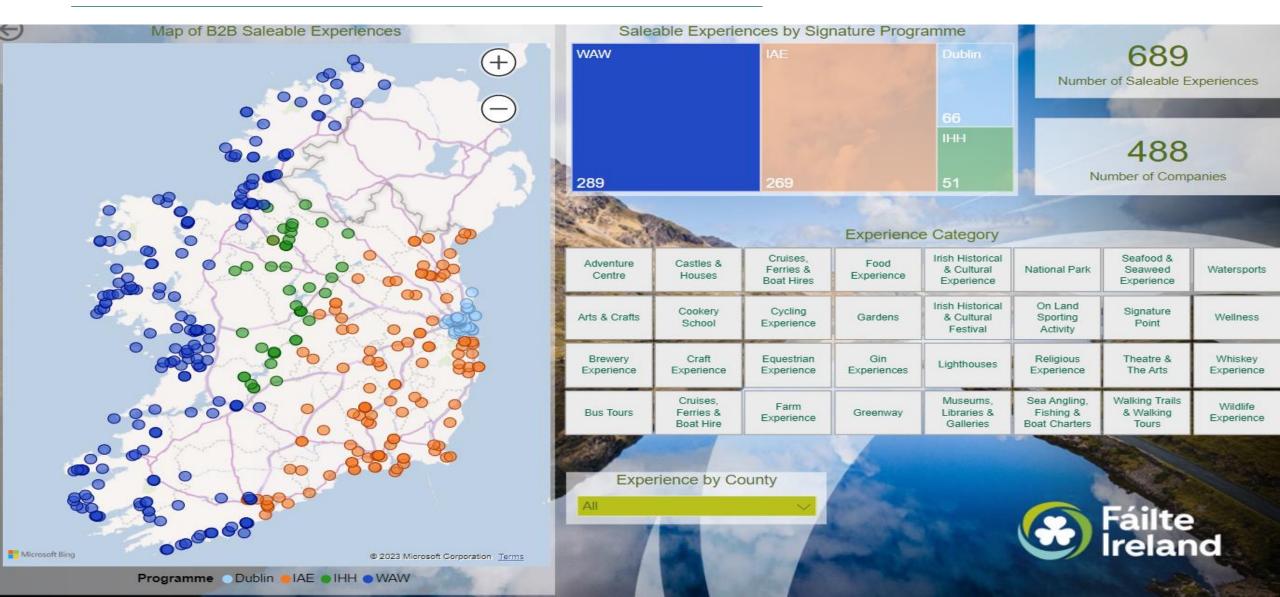




## **Buyer Portal**







### Platforms and FAM's







266
Buyers



490 Industry



15 Markets



12,480
Estimated Contracting
Opportunities



10 Meitheal Fams









# Golf, Luxury & Business Tourism







## **Golf**







**IGTOA Fam Trip** 



**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 FAM** 

Engage

1 Luxury strategy 117
Master
Connections

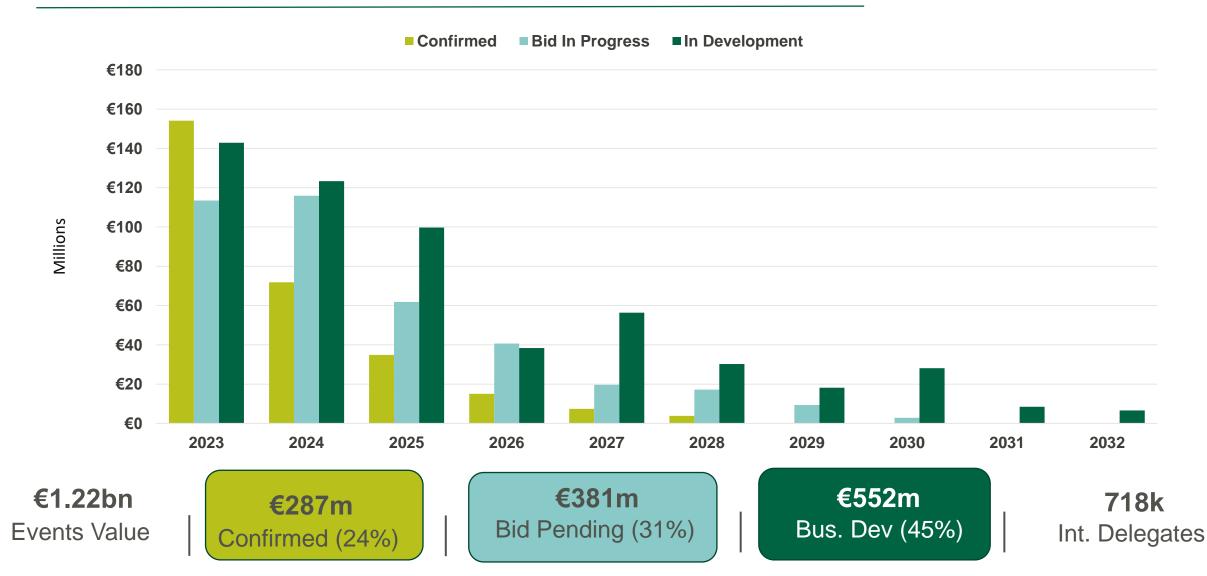
4
Fams
30+ buyers

20 Overseas sales platforms Luxury
Destination
Showcase
40 buyers

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



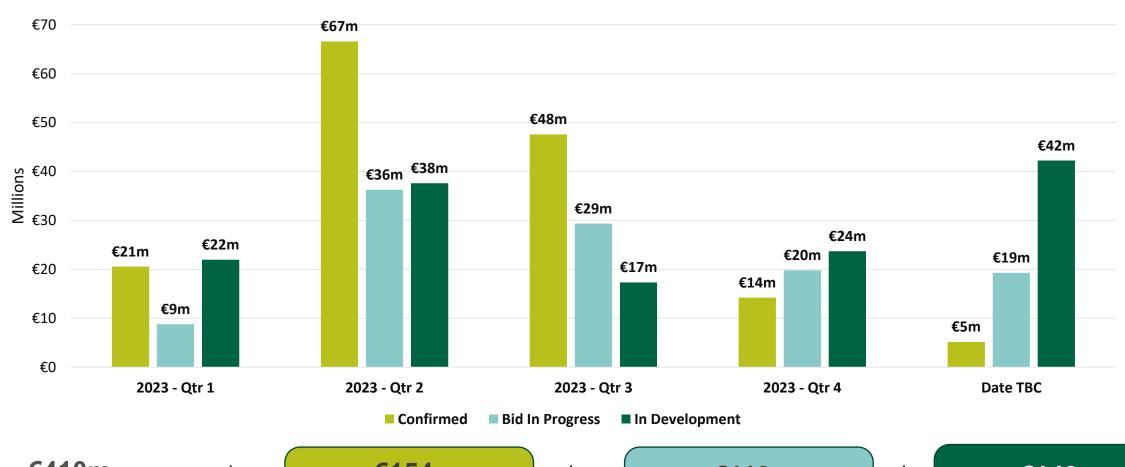




## **Business Events: Event Year 2023**







**€410m** Value Pipeline

€154m Confirmed (38%) **€113m**Bid Pending (28%)

**€143m** Bus. Dev (35%)

## **Business Events Value**



Conference Delegate €1,883 Wider Tourism Ecosystem €1,045

Accommodation 45%

Food & Drink 23%

Pipeline €1.22bn Wider Tourism Ecosystem €677m

Accommodation €305m Food & Drink €156m

## **Shannon Region Conference & Sports Bureau**





€59m + confirmed business 47,163 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**

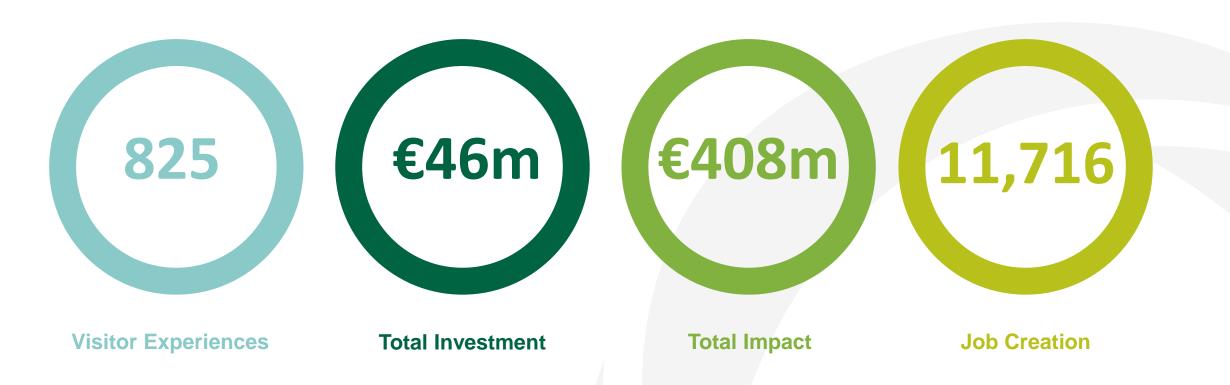
- €274m Leads Generated
- €192m Leads Converted
- €700m Added to Pipeline
- €211m of Events Taking Place
- New Business Tourism
  Strategy

## **Digital that Delivers**





Scale, investment & economic impact:



## Who benefits?







