

TOURIST PROFILE BY QUARTER OF TRIP (2019)

NORWAY



How many are they and how much do they spend?



	2019Q1	2019Q2	2019Q3	2019Q4	2019
TOURISTS					
Tourist arrivals (FRONTUR) (*)	185.6	47.5	44.8	154.1	431.9
Tourist arrivals > 15 years old (EGT) (*)	158.1	41.5	35.8	136.1	371.5
- book holiday package (*)	97.1	--	--	85.2	219.2
- do not book holiday package (*)	61.0	--	--	51.0	152.3
- % tourists who book holiday package	61.4%	--	--	62.6%	59.0%

(*) Thousand of tourists

RANKING POSITION BY
NUMBER OF TOURISTS

RANKING POSITION BY
TURNOVER

”

74% of Norwegians
travel to Gran
Canaria.

9th

8th

	2019Q1	2019Q2	2019Q3	2019Q4	2019
Expenditure per tourist (€)					
1,316	--	--	1,371	1,366	
- book holiday package	1,385	--	1,468	1,447	
- holiday package	997	--	1,073	1,060	
- others	388	--	395	387	
- do not book holiday package	1,206	--	1,208	1,250	
- flight	337	--	393	388	
- accommodation	402	--	316	364	
- others	467	--	499	498	
Average length of stay	11.79	--	--	10.96	11.26
- book holiday package	9.76	--	9.77	9.66	
- do not book holiday package	15.01	--	12.94	13.56	
Average daily expenditure (€)	132.4	--	--	143.1	141.5
- book holiday package	149.7	--	160.5	159.8	
- do not book holiday package	105.0	--	114.1	115.1	
Total turnover (> 15 years old) (€m)	208	--	--	187	508
- book holiday package	134	--	125	317	
- do not book holiday package	74	--	62	190	

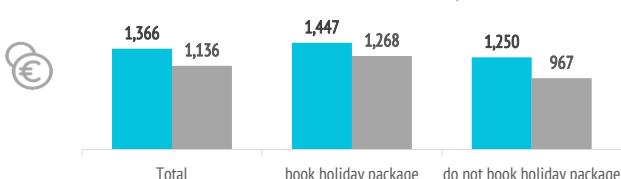
AVERAGE LENGTH OF STAY (nights)

Norway All markets



EXPENDITURE PER TOURIST (€)

Norway All markets



Source: Encuesta sobre el Gasto Turístico (ISTAC).

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

Importance of each factor in the destination choice



	2019Q1	2019Q2	2019Q3	2019Q4	2019
Climate	89.0%	--	--	89.1%	87.8%
Sea	40.0%	--	--	43.7%	43.4%
Safety	38.7%	--	--	42.7%	41.4%
Beaches	34.7%	--	--	46.5%	40.7%
Accommodation supply	32.3%	--	--	41.4%	37.1%
Effortless trip	34.6%	--	--	37.3%	35.1%
Tranquility	30.8%	--	--	37.3%	34.9%
European belonging	24.5%	--	--	29.2%	27.7%
Price	24.9%	--	--	31.8%	26.7%
Environment	17.4%	--	--	22.4%	20.1%
Gastronomy	16.4%	--	--	17.3%	17.6%
Landscapes	14.4%	--	--	12.1%	14.7%
Hiking trail network	12.9%	--	--	19.4%	14.4%
Fun possibilities	9.9%	--	--	11.5%	12.2%
Shopping	4.2%	--	--	9.6%	8.1%
Nightlife	5.1%	--	--	7.0%	6.0%
Authenticity	5.7%	--	--	4.1%	5.4%
Historical heritage	4.0%	--	--	3.9%	4.0%
Exoticism	2.5%	--	--	3.9%	3.9%
Culture	3.1%	--	--	3.2%	3.7%

% TOURISTS WHO CHOOSE CLIMATE

NORWAY

87.8%



ALL MARKETS

78.4%

What is the main motivation for their holidays?



	2019Q1	2019Q2	2019Q3	2019Q4	2019
Rest	68.1%	--	--	76.3%	70.7%
Enjoy family time	16.4%	--	--	16.4%	17.6%
Have fun	2.6%	--	--	2.5%	2.8%
Explore the destination	8.5%	--	--	1.7%	5.1%
Practice their hobbies	2.3%	--	--	1.8%	2.4%
Other reasons	2.2%	--	--	1.2%	1.5%

REST



Norway

70.7%

All markets

55.5%

How far in advance do they book their trip?



	2019Q1	2019Q2	2019Q3	2019Q4	2019
The same day	1.4%	--	--	0.5%	0.8%
Between 1 and 30 days	31.6%	--	--	26.0%	28.9%
Between 1 and 2 months	25.4%	--	--	21.4%	23.8%
Between 3 and 6 months	24.0%	--	--	30.6%	27.2%
More than 6 months	17.5%	--	--	21.4%	19.3%

Source: Encuesta sobre el Gasto Turístico (ISTAC).

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

	2019Q1	2019Q2	2019Q3	2019Q4	2019
Previous visits to the Canary Islands	60.6%	--	--	67.0%	64.1%
Friends or relatives	28.8%	--	--	17.7%	23.2%
Internet or social media	49.8%	--	--	50.1%	49.0%
Mass Media	1.7%	--	--	0.9%	1.0%
Travel guides and magazines	2.5%	--	--	3.1%	3.0%
Travel Blogs or Forums	1.9%	--	--	1.0%	1.8%
Travel TV Channels	0.3%	--	--	0.0%	0.2%
Tour Operator or Travel Agency	25.8%	--	--	25.0%	24.7%
Public administrations or similar	0.0%	--	--	0.0%	0.1%
Others	1.7%	--	--	2.5%	2.1%

* Multi-choice question

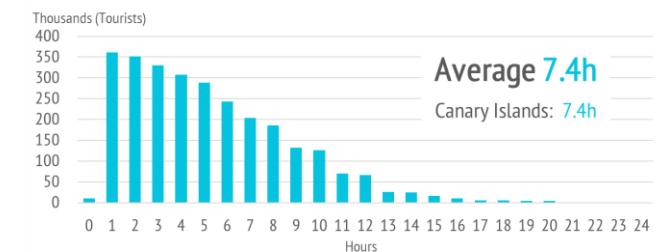
Other expenses

	2019Q1	2019Q2	2019Q3	2019Q4	2019
Restaurants or cafes	76.6%	--	--	69.8%	73.6%
Supermarkets	65.0%	--	--	61.2%	63.3%
Car rental	19.5%	--	--	10.6%	16.8%
Organized excursions	9.1%	--	--	6.4%	8.8%
Taxi, transfer, chauffeur service	55.6%	--	--	57.9%	54.2%
Theme Parks	4.0%	--	--	3.3%	4.0%
Sport activities	2.3%	--	--	2.8%	3.0%
Museums	1.9%	--	--	0.3%	1.2%
Flights between islands	4.8%	--	--	1.3%	2.8%

Activities in the Canary Islands

Outdoor time per day	2019Q1	2019Q2	2019Q3	2019Q4	2019
0 hours	2.5%	--	--	2.8%	2.7%
1 - 2 hours	9.8%	--	--	6.6%	8.5%
3 - 6 hours	33.3%	--	--	35.6%	34.1%
7 - 12 hours	48.9%	--	--	46.2%	47.9%
More than 12 hours	5.4%	--	--	8.9%	6.8%

TOURISTS BY HOURS A DAY OUT OF THE ACCOMMODATION



Where do they stay?

	2019Q1	2019Q2	2019Q3	2019Q4	2019
1-2-3* Hotel	15.1%	--	--	13.6%	15.7%
4* Hotel	22.6%	--	--	21.6%	22.6%
5* Hotel / 5* Luxury Hotel	6.7%	--	--	2.4%	5.1%
Aparthotel / Tourist Villa	35.4%	--	--	44.7%	36.8%
House/room rented in a private dwelling	6.1%	--	--	6.6%	6.5%
Private accommodation ⁽¹⁾	9.0%	--	--	5.8%	8.5%
Others (Cottage, cruise, camping,..)	5.1%	--	--	5.3%	4.8%

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

■ Aparthotel / Tourist Villa ■ Hotels ■ Others

Denmark **36.8%** **43.4%** **19.8%**

All markets **22.5%** **58.1%** **19.4%**

What do they book?

	2019Q1	2019Q2	2019Q3	2019Q4	2019
Room only	51.2%	--	--	56.7%	53.9%
Bed and Breakfast	23.7%	--	--	16.5%	19.6%
Half board	10.1%	--	--	12.1%	11.4%
Full board	0.9%	--	--	1.2%	1.0%
All inclusive	14.0%	--	--	13.5%	14.1%

“

54% of Norwegians book room only.

(Canary Islands: 27.9%)

Swimming pool
Walk
Beach
Explore the island

Theme parks
Organized excursions
Wineries/markets
Nightlife
Beauty and health treatments
Taste Canarian gastronomy
Nature activities
Sport activities
Sea excursions
Activities at sea
Astronomical observation

TOURIST PROFILE BY QUARTER OF TRIP (2019)

NORWAY



Which island do they choose?

Tourists (> 15 years old)	2019Q1	2019Q2	2019Q3	2019Q4	2019
Lanzarote	8,385	--	--	6,466	17,180
Fuerteventura	2,607	--	--	3,668	6,559
Gran Canaria	120,588	--	--	96,359	275,582
Tenerife	26,327	--	--	29,387	71,744
La Palma	0	--	--	0	0

Share by islands	2019Q1	2019Q2	2019Q3	2019Q4	2019
Lanzarote	5.3%	--	--	4.8%	4.6%
Fuerteventura	1.7%	--	--	2.7%	1.8%
Gran Canaria	76.4%	--	--	70.9%	74.3%
Tenerife	16.7%	--	--	21.6%	19.3%
La Palma	0.0%	--	--	0.0%	0.0%

How many islands do they visit during their trip?

	2019Q1	2019Q2	2019Q3	2019Q4	2019
One island	93.2%	--	--	96.7%	95.2%
Two islands	6.2%	--	--	3.3%	4.5%
Three or more islands	0.6%	--	--	0.0%	0.3%

Internet usage during their trip

	2019Q1	2019Q2	2019Q3	2019Q4	2019
Research					
- Tourist package	7.1%	--	--	8.2%	7.2%
- Flights	6.7%	--	--	7.9%	6.4%
- Accommodation	9.2%	--	--	8.8%	8.3%
- Transport	11.8%	--	--	10.2%	11.4%
- Restaurants	29.3%	--	--	29.9%	29.5%
- Excursions	19.8%	--	--	21.5%	20.1%
- Activities	22.4%	--	--	19.2%	21.9%
Book or purchase					
- Tourist package	60.3%	--	--	57.8%	55.7%
- Flights	79.6%	--	--	76.6%	79.2%
- Accommodation	61.5%	--	--	64.3%	61.9%
- Transport	55.3%	--	--	54.8%	54.7%
- Restaurants	15.2%	--	--	16.5%	16.5%
- Excursions	12.4%	--	--	10.6%	12.2%
- Activities	14.5%	--	--	12.1%	14.3%

* Multi-choice question

Internet usage in the Canary Islands	2019Q1	2019Q2	2019Q3	2019Q4	2019
Did not use the Internet	6.6%	--	--	8.5%	7.2%
Used the Internet	93.4%	--	--	91.5%	92.8%
- Own Internet connection	35.3%	--	--	34.1%	35.4%
- Free Wifi connection	39.3%	--	--	37.2%	37.9%

Applications*

	2019Q1	2019Q2	2019Q3	2019Q4	2019
- Search for locations or maps	52.5%	--	--	47.5%	51.1%
- Search for destination info	44.0%	--	--	38.6%	42.2%
- Share pictures or trip videos	53.5%	--	--	52.6%	52.5%
- Download tourist apps	3.4%	--	--	8.6%	5.8%
- Others	38.2%	--	--	37.0%	36.8%

* Multi-choice question

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53% of Norwegians share pictures or trip videos during their stay in the Canary Islands

(Canary Islands: 56%)



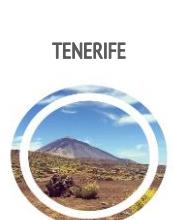
• MOST VISITED PLACES IN EACH ISLAND •



20% MONTAÑA DEL FUEGO



33% PUERTO DE MOGÁN



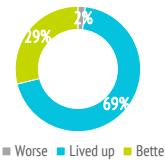
26% PARQUE NACIONAL

The data refers to % of tourists on each island who have visited the place.

How do they rate the Canary Islands?

Satisfaction (scale 0-10)	2019Q1	2019Q2	2019Q3	2019Q4	2019
Average rating	8.46	--	--	8.32	8.44
Experience in the Canary Islands	2019Q1	2019Q2	2019Q3	2019Q4	2019
Worse or much worse than expected	2.8%	--	--	0.9%	1.9%
Lived up to expectations	68.9%	--	--	71.4%	69.2%
Better or much better than expected	28.3%	--	--	27.7%	28.9%

Future intentions (scale 1-10)	2019Q1	2019Q2	2019Q3	2019Q4	2019
Return to the Canary Islands	8.80	--	--	8.76	8.80
Recommend visiting the Canary Islands	8.67	--	--	8.69	8.74



■ Worse ■ Lived up ■ Better



8.80/10



8.74/10

Experience in the Canary Islands

Return to the Canary Islands

Recommend visiting to the Canary Islands

How many are loyal to the Canary Islands?

	2019Q1	2019Q2	2019Q3	2019Q4	2019
Repeat tourists	84.5%	--	--	88.1%	85.6%
Repeat tourists (last 5 years)	76.6%	--	--	81.3%	78.8%
Repeat tourists (last 5 years)(5 or more visits)	33.2%	--	--	39.0%	36.3%
At least 10 previous visits	31.9%	--	--	38.7%	36.2%

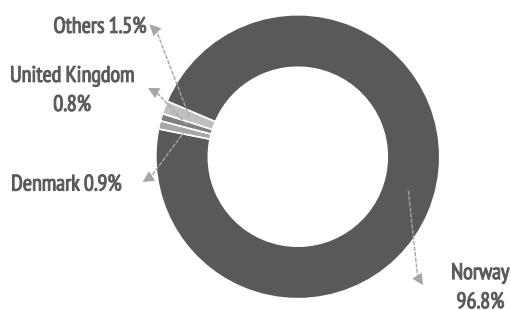
TOURIST PROFILE BY QUARTER OF TRIP (2019)

NORWAY



Where does the flight come from?

	2019Q1	2019Q2	2019Q3	2019Q4	2019
Norway	97.1%	--	--	97.4%	96.8%
Denmark	0.5%	--	--	1.7%	0.9%
United Kingdom	0.2%	--	--	0.5%	0.8%
Others	2.1%	--	--	0.5%	1.5%



Who do they come with?

	2019Q1	2019Q2	2019Q3	2019Q4	2019
Unaccompanied	10.2%	--	--	11.7%	11.6%
Only with partner	54.9%	--	--	51.4%	49.3%
Only with children (< 13 years old)	2.0%	--	--	2.2%	2.5%
Partner + children (< 13 years old)	2.9%	--	--	4.1%	3.7%
Other relatives	7.1%	--	--	7.9%	8.3%
Friends	7.3%	--	--	6.3%	7.1%
Work colleagues	0.4%	--	--	0.5%	0.5%
Organized trip	0.0%	--	--	0.0%	0.4%
Other combinations ⁽¹⁾	15.1%	--	--	15.9%	16.7%

⁽¹⁾ Different situations have been isolated

Tourists with children	11.3%	--	--	8.5%	11.4%
- Between 0 and 2 years old	2.1%	--	--	1.2%	1.5%
- Between 3 and 12 years old	8.1%	--	--	7.1%	9.1%
- Between 0-2 and 3-12 years	1.1%	--	--	0.2%	0.8%
Tourists without children	88.7%	--	--	91.5%	88.6%
Group composition:					
- 1 person	13.1%	--	--	14.8%	15.2%
- 2 people	64.6%	--	--	59.3%	59.1%
- 3 people	8.0%	--	--	7.6%	8.4%
- 4 or 5 people	11.7%	--	--	13.8%	13.6%
- 6 or more people	2.6%	--	--	4.5%	3.7%
Average group size:	2.35	--	--	2.46	2.43

“

11.4% of Norwegians travel with children.

(Canary Islands: 17.7%)



(Under the age of 13)

Who are they?

	2019Q1	2019Q2	2019Q3	2019Q4	2019
<u>Gender</u>					
Men	51.3%	--	--	53.4%	51.0%
Women	48.7%	--	--	46.6%	49.0%
<u>Age</u>					
Average age (tourist > 15 years old)	53.9	--	--	57.9	54.4
Standard deviation	15.6	--	--	13.5	15.3
<u>Age range (> 15 years old)</u>					
16 - 24 years old	4.5%	--	--	1.9%	4.4%
25 - 30 years old	6.0%	--	--	3.3%	5.4%
31 - 45 years old	18.4%	--	--	13.2%	17.7%
46 - 60 years old	33.2%	--	--	31.2%	31.1%
Over 60 years old	37.8%	--	--	50.4%	41.4%
<u>Occupation</u>					
Salaried worker	46.8%	--	--	46.0%	47.7%
Self-employed	7.3%	--	--	9.7%	8.5%
Unemployed	1.3%	--	--	0.2%	0.7%
Business owner	8.2%	--	--	7.4%	8.3%
Student	1.6%	--	--	1.2%	1.9%
Retired	32.4%	--	--	34.5%	31.2%
Unpaid domestic work	0.2%	--	--	0.0%	0.1%
Others	2.2%	--	--	0.9%	1.7%
<u>Annual household income level</u>					
Less than €25,000	4.3%	--	--	3.3%	3.9%
€25,000 - €49,999	24.7%	--	--	19.1%	21.7%
€50,000 - €74,999	31.7%	--	--	36.0%	31.9%
More than €74,999	39.2%	--	--	41.6%	42.4%
<u>Education level</u>					
No studies	4.3%	--	--	3.3%	3.9%
Primary education	24.7%	--	--	19.1%	21.7%
Secondary education	31.7%	--	--	36.0%	31.9%
Higher education	39.2%	--	--	41.6%	42.4%



9 IN 10 TOURISTS ARE REPEATERS

54 YEARS OLD

AVERAGE AGE

49% ONLY WITH PARTNER



Pictures: Freepik.com