## Leveraging the 2010 Games



www.canada.travel



# in 829 days the world's eyes will be on Vancouver, British Columbia & CANADA





# a ONCE in a lifetime

# opportunity to enhance the perception of what a visit to CANADA can be





#### Accelerate the global awareness of Canada's tourism brand





- Leveraging 3.5 billion viewers from around the world
- 2010 will be the largest mobile games



#### **Strategic Objectives**

- Maximize promotion for Canada through a media relations program
- Promote Canada's brand through alliances with partners and Olympic organizations
- Increase high yield markets such as meetings, conventions and incentive travel
- Create trade and marketing programs for the tourism industry to leverage the Games opportunities



#### Approach

- Deliver on the promise: 2010 Winter Games are "Canada's Games".
- Work collaboratively with provinces and territories to ensure media exposure benefits all of Canada.
- One time funding approved: \$26 million over 5 years.



### **Target Audience**

- Focus on High Yield consumers and markets of highest ROI.
  - Emphasis on USA.
  - Prioritize other key markets that are high consumers of Olympic media.





1. International Tourism Business and Media Program

2. Tourism Partners Program

3. Building the 2010 Advantage Program



#### 1. International Tourism Business & Media Program

- Invite Journalists to Canada to learn about Canada and the Games.
- Build a library of images and stories for rights holders to use in broadcasts.
- Support the major media such as NBC make it easy.
- Create Olympic Canada video.
- Showcase Canada and the 2010 Winter Games at several major international events.
- Support the accredited and unaccredited media during the 2010 Winter Games.
- Support the media during the 2008 Beijing Olympic Games.



#### 2. Tourism Partners Program

#### CTC's Partners are Key

- The CTC's 2010 Olympic Games strategy is focused on establishing traditional and non-traditional partnerships to allow Canada wide tourism to benefit.
  - Provincial & Territorial organizations
  - 2010 Tourism Coalition (CTC, TBC, TV, TW)
  - Federal Family (DFAIT, Canadian Heritage, etc.)
  - VANOC
  - Olympic Sponsors
  - Media



# 3. Building on the 2010 Advantage

- Reinforce the positive images of Canada post-games period 2010 to 2012.
- Host journalists in Canada.
- Continue joint international marketing activities with sponsors.
- Provide opportunities to industry to take advantage of 2010 Winter Games exposure.



#### **Roll out - 4 Phased Approach**

#### **PHASE I - Pre-Beijing**

 Focus on content development & national co-ordination: images, b-roll, stories and story ideas from Canada, coast to coast to coast.

#### **PHASE II - Beijing**

 Leverage investments at BC Canada Pavilion in Beijing to feature BC and Canada's travel experiences to consumers, media and travel trade.



#### **Roll out - 4 Phased Approach**

#### PHASE III - Pre-Vancouver 2010

- Use pre-Games buzz to accelerate the Canada brand and drive interest in Canada.
- Communicate the breadth of the Canadian travel experiences.

#### PHASE IV - Post Vancouver 2010

• Harvest the enhanced interest in Canada; invite the world to visit.



# **Turning an Opportunity into a Legacy**

- Reposition Canada's tourism brand and *compel the world* to explore Canada.
- The Games will come and go, but the CTC will be left with a legacy of new partnerships and relationships that will allow continued use of the "Olympic" channels to promote Canada as a premier tourism destination long after 2010.



#### **Canada's Games**





# **The Explorer Quotient**



www.canada.travel

#### **The Explorer Quotient**

Challenge:

Develop a profound understanding of our customer in an increasingly competitive tourism environment



#### **True travel motivations**



Opportunity to not only customize our communication to our customers,

.....but to also tailor an experience to what each customer is seeking



#### **The Explorer Quotient**

## A fundamentally different and more powerful way of understanding our customers





Do you ski while on holiday?

# AGE

Do you eat while on vacation?

Have you attended a fair or festival?

# marital status

# **\$NCOME**

Have you visited a museum?

#### education

Have you traveled outside the country in the past 3 years?

Do you shop?



Do you camp?

# l'm 35-49 years old





# I'm probably married







# I might even have kids









# My HHI > \$75K





## And I travel overseas





# **Everybody wants me**





# Is this my ideal ski vacation?















# Or this?





# But what do I really want?



#### It could be one or more of these

Personal challenge. Bragging rights. Fear of the unknown.

Cultural curiosity.

Historical interest.

Quest for novelty.

Learning.

Rejuvenation.

Personal interest.

Socializing.

Escape.



#### WHO + WHAT + WHY = DESIRED EXPERIENCE

What was lacking?

An understanding of WHY our customers make travel choices

WHAT participating in an activity means to them and;

HOW those choices fulfill their lives.....after all travel is simply a discretionary purchase that fulfills an underlying need



#### Canada's Tourism Brand

Success of Canada's tourism brand depended not only on getting the brand right.....

.....but understanding who that brand would appeal to.



#### **Travel values are like tribes**



Understanding a person's underlying social values:

Way they dressMusic they listen to

•THE WAY THEY TRAVEL



# Two people can have different experiences of the same place





## **Travel values are universal**



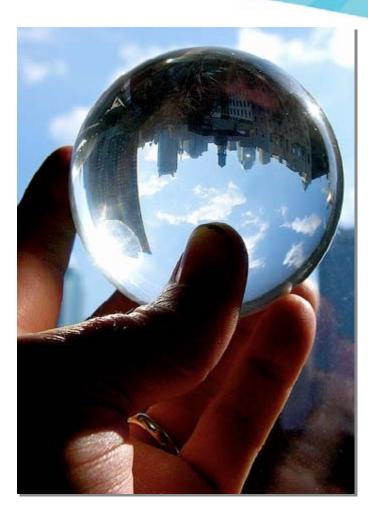


## Independent of age or income





## **Powerful predictors of behavior**





## **Best in class research**





## **Meet the EQ Explorers**

#### **Reluctant Travelers:**

1. Gentle Explorer17%2. Virtual Traveler6%

#### **Escapists:**

3. No-hassle Traveler 11%4. Rejuvenator 10%

#### Enthusiastic Indulgers:

5. Free Spirit 11%

6. Personal History Explorer 11%

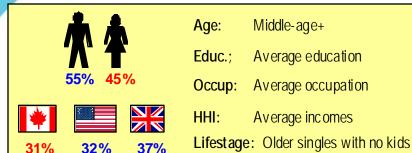
#### Learners:

- 7. Authentic Experiencer 12%
- 8. Cultural History Buff 9%
- 9. Cultural Explorer 13%

## Best Yield Targets

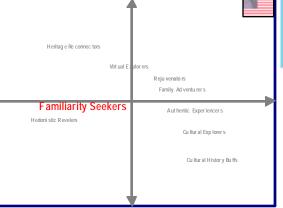


## **Gentle Explorers - 17%**



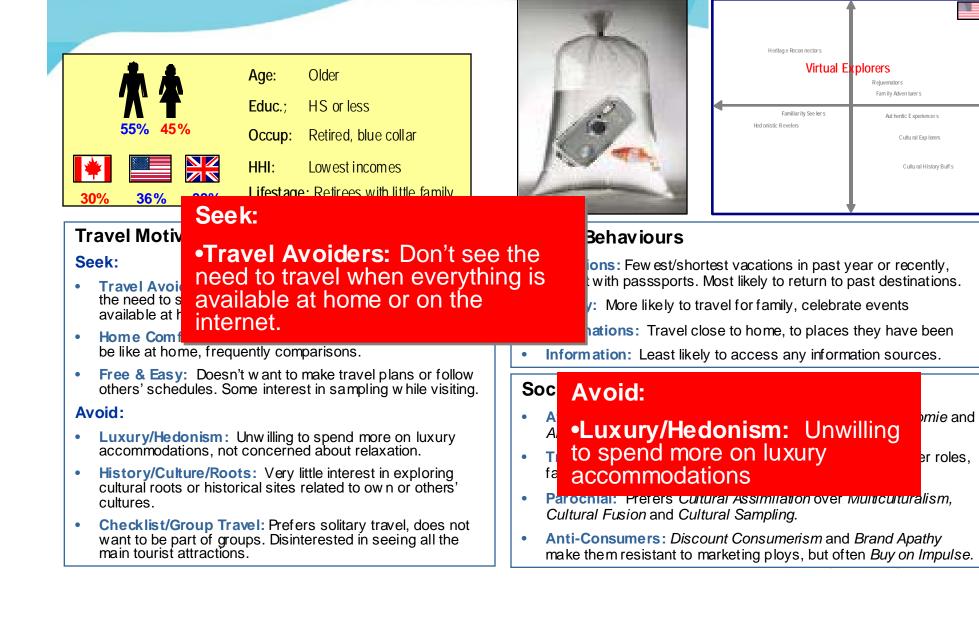
Middle-age+ Average education Average occupation Average incomes



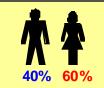


#### **Travel Motivations Travel Behaviours** See ations: Few er recent vacations Seek: kages: Travel in organized groups, package tours, all-incl. . •Reluctant Travelers: Prefers to stay in tinations: Prefers returning to same places rather than new • room and watch TV. rmation: All sources with average frequency •Home Comfort: Believes everything • I Values they need is at home Avoid: Avoid L Exhibitionists: Want to be the centre of attention and • Aimless superficially socialize with new people they meet. Less comfortable with Traditic Avoid: unfamiliar cultures family c Historical/Cultural/Roots Immersion: Less comfortable Familiar Groups: Prefers Cultural Assimilation over with unfamiliar cultures and customs, not interested in ow n. Multiculturalism, Cultural Fusion and Cultural Sampling. Shared Experiences: More solitary individuals, they are not sentimental and care less about travel memories. Pro-Business: Confidence in Business and Advertising, tends tow ards Buying on Impulse and Ostentatious Consumption.

## **Virtual Travelers - 6%**



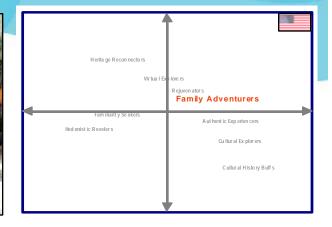
## **No-hassle Travelers - 11%**



Age: Average-mid; fewer elders Average/univ. Educ.: At home, office/retail/svc. Occup:

Average





#### avel Behaviours

Shorter vacations: Often weekend getaw ays

Family Events: Visiting family/friends are the main reason, but celebrating special events is important too

**Destinations:** Stay with family, usually within driving distances

Information: Family, very little actual planning

#### Avoid: Social V

- Travel is rarely planned in Simpli
- Comple advance and is more focused on **Ration** visiting family/friends
- Spiritual: Guided by a strong sense of Religiosity, these Spiritual Questing travelers are looking for deeper meaning in life.
- Careful Shoppers: Discriminating Consumers and Skeptical of Business, they avoid Novelty, Ostentation, and Advertising.

### Seek:



•Escape: Travel mainly to get away from their everyday stresses and Tr responsibilities. Se

HHI:

• •Group Travel: need guidance in their travels and prefer traveling in groups

טוטעף וומיכו. וווכזב וומיכובוז ווכבע עוועמווכב וו וווכוו travels and prefer traveling in groups with others, particularly their families

- Security Concern: Afraid of unfamiliar/threatening places ۲
- Nature: Draw n to the purity and serenity of open spaces

#### Avoid:

- Constant Travel: Travel is rarely planned in advance and is more focused on visiting family/friends
- Free & Easy/Exhibitionism: While they want to relax, this aroup never loses its cool

## **Rejuvenators - 10%**



Age: Younger, Middle-aged





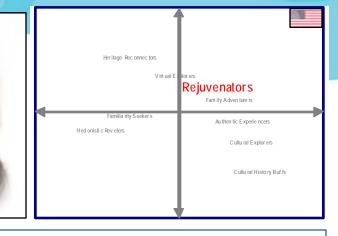
•Hedonistic Rejuvenation/Escape: Seek to be pampered and cared for, so they can return refreshed and recharged.

## •Comfort Seekers: do not want to go off the beaten track; want familiarity around them.

- Hedonistic Rejuvenation/Escape: Travel mainly to get aw ay from their everyday stresses and responsibilities, and plans at least one trip per year to allow them to do this. Seeks to be pampered and cared for, so they can return refreshed and recharged.
- **Comfort Seekers:** These travelers do not want to go off the beaten track, but want familiarity around them.
- **Shared Experiences:** Family-oriented, they want to share their experiences with those they are closest to.

#### Avoid:

- Luxury Travel: Although they w ant comfort, they do not want to be w asteful as they cannot afford to travel as often as they w ould like.
- Culture and History: These sound like 'w ork' and for these travelers, that's the last thing they w ant to do.



#### iours

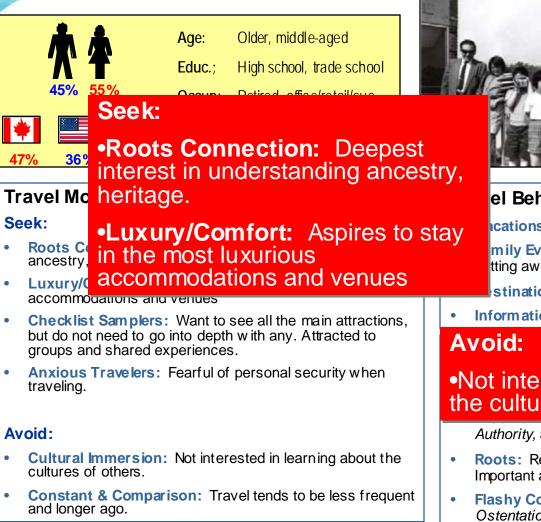
ions: Often weekend trips to get aw ay from it all.

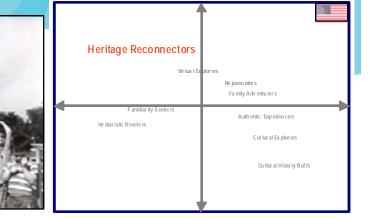
- **Family Events:** Visiting family/friends are the main reason, but celebrating special events is important too.
- Destinations: Most likely to have driven to local destinations
- Information: Family, little real planning.

### Avoid: •Culture and History: These sound like 'work' • Impulse Buyers: But not interested in *Novelty* or *Technology*.

• **Relaxed Lifestyle:** With a low sense of *Vitality*, these travelers are not interested in *Personal Challenges* or *Risk Taking*.

## **Personal History Explorers - 11%**





#### el Behaviours

cations: Most recent trip more likely to have been 2+ years ago

**mily Events:** Visiting family/friends are the main reason, but tting aw ay to relax/recharge is important too.

stinations: Travel in organized groups, stay in hotels

• Information: Family, travel guidebooks

## •Not interested in learning about the cultures of others.

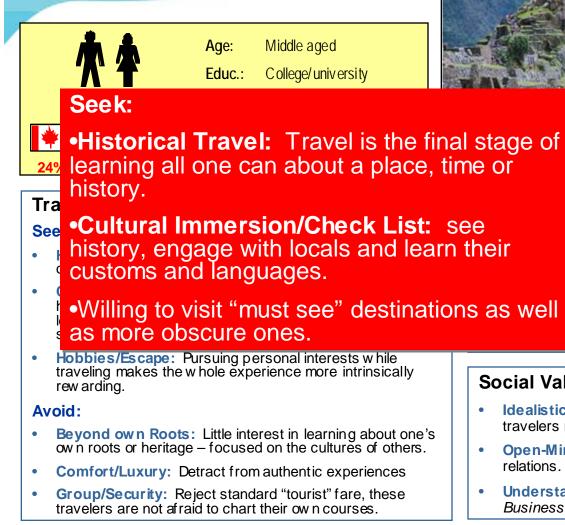
neurialism

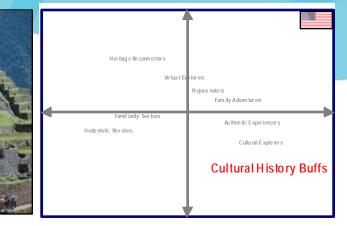
dience to

Authority, and Conformity to Norms rooted in Religiosity.

- **Roots:** Resisting *Cultural Assimilation* they *Search for Roots*. Important are *Celebrating Passages* and *Meaningful Moments*.
- Flashy Consumers: Need for Status Recognition drives Ostentatious Consumption and Importance of Brand

## **Cultural History Buffs - 9%**





#### aviours

requency: average vacationing patterns but are more solitary travelers. Most likely to ow n a passport.

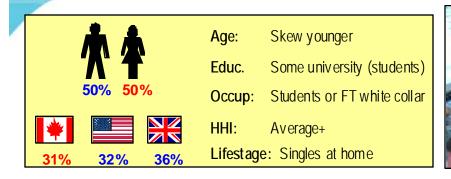
### Avoid:

#### •Little interest in learning about one's own roots or heritage

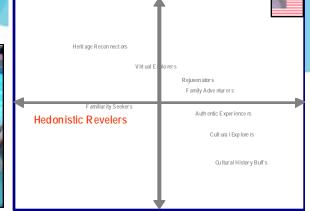
#### Social Valu

- •Comfort/Luxury: Detracts **Idealistic** M from authentic experiences travelers rei
- Open-Minded: Believe in modern definitions of Family and Gender relations. Deep interest in Cultural Sampling and Fusion.
- Understated Style: Ecological Concern and low Confidence in Business keep their consumer behaviours in check.

## Free Spirits - 11%







#### **Travel Motivations**

#### Seek:

- **Constant Comparison Travel:** Life is more exotic abroad, so travel is continuous and exciting.
- Luxury/Comfort: Aspire to stay in the most luxurious accommodations and venues
- **Checklist Samplers:** Want to see all the main attractions, but do not need to go into depth with any. High energy to see everything.
- **Exhibitionists:** Want to be the centre of attention Attracted to groups and shared experiences.

#### Avoid:

- **Reluctant Travel:** Don't want to wait at home, constant need to travel. The internet is no substitute.
- Free & Easy: Wants some structure and planning. Packages should include planned activities.

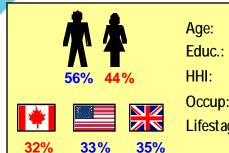
#### **Travel Behaviours**

- Vacations: Greater number of all types of trips, more weekends
- Fun Events: Travel to spend time with friends, celebrate events
- **Destinations:** Travel in organized groups, stay with friends, in luxury hotels. Most likely to fly.
- Information: All sources, especially internet

#### **Social Values**

- **Upw ard Striving:** High Social Mobility and Entrepreneurialism inspire a strong sense of *Personal Challenge*.
- Unsure of Goals: Deterred by *Time Stress, Aimlessness, Anomie* and *Fatalism,* reflected in *Acceptance of Violence*
- Social Lives Rule: Craves Social Intimacy, Celebrating Passages and Attraction to Crowds. Sexual Permissiveness and Hedonism..
- Flashy Consumers: Need for Status Recognition drives Aesthetics, Ostentation, and Importance of Brand. Technophiles.

## **Authentic Experiencers - 17%**



ge: Older – 50% 50+ yrs. duc.: Highest with post-grad HI: High

Occup: Highest retired, highest prof. Lifestage: Empty nesters

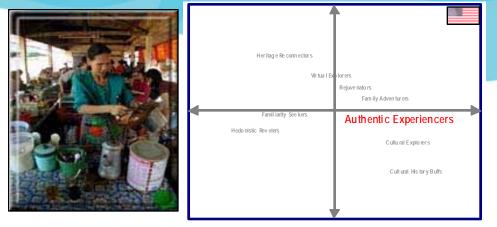
#### **Travel Motivations**

#### Seek:

- Nature: Wants to see vast natural settings and wonders around the globe, but also takes in local park scenery
- **Cultural Immersion:** These travelers like to integrate themselves into the local culture, eating authentic foods, learning the language to converse with locals, and exploring areas ignored by tourists.
- **Historic Travel:** This segments seeks to learn all that it can about the cultures they visit in advance of their trips.

#### Avoid:

- Hedonistic Rejuvenation/Comfort Seekers: This segment abhors commercial comforts of western hotels, seeking to live as authentically as the locals do.
- **Escape:** These travelers do not feel overw helmed but are on a life-long journey of learning instead. Travel is not about escape but is about personal development for them.



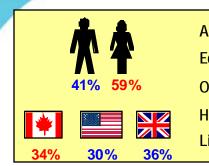
#### **Travel Behaviours**

- Longer vacations: Takes the longest vacations of all, often weeklong excursions or more. Often follows business travel.
- Adventure travel: Most likely segment to w ant to travel for specific adventures, or to learn and explore something new.
- Destinations: More likely to fly to distant destinations
- Information: Relies heavily on travel guides and books

#### **Social Values**

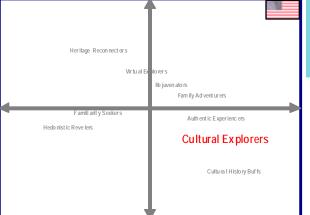
- **Control Seekers:** With a high degree of *Personal Control,* these travelers *Reject Authority* and live according to their ow n rules.
- **Sampling:** Interested in *Cultural Sampling* and with a *Need for Spontaneity,* this segment is alw ays on the move
- **Discrete:** Although affluent, these travelers prefer understated and ethical consumption.

## **Cultural Explorers - 13%**



Age:Younger & middle agedEducaCollege/universityOccup:High FT, prof./officeHHI:Middle-highLifestage:Average





#### **Travel Motivations**

#### Seek:

- Constant Travelers: Always excited about the next trip
- Living History/Culture: Fascinated by the ancient history as well as the modern cultures of the places they visit.
- Fun, Shared Experiences: Travel is a journey, not the destination, and is best experienced with like-minded companions w ho like to have fun w hile learning.
- Soft Hedonism: Feeling relaxed and free while traveling.

#### Avoid:

- Luxury/Comfort Seekers: This segment seeks an authentic experience and doesn't want to stay in sterile, commercial hotels
- Check-list/Security: While cautious, these travelers are not afraid to venture into the unknown in pursuit of discovery. They will not be constrained to "tourist" schedules or destinations but will chart their own courses

### **Travel Behaviours**

- More vacations: Takes the most vacations of all durations but especially weekend escapes.
- Adventure travel: More likely to want to learn, explore something new and engage in the local culture.
- Destinations: Open to B&B, camping, hostels, all modes of travel
- Information: Relies heavily on travel guides/books, internet

#### **Social Values**

- **Personal Challenge:** *Risk-taking,* with an *Adaptive Navigation,* these travelers easily figure how to make the most of a situation.
- **Open-Minded:** Believe in modern definitions of *Family, Gender,* and *Heterarchy.* Deep interest in *Cultural Sampling* and *Fusion.*
- Energetic Creativity: Vitality and Spontaneity with a Need for Uniqueness and Personal Creativity, drive their questing pursuits

### And here's what it all means to them...

Authentic Experie				
My motto is	Enjoy life			
Travel is	An adventure			
Vacations are time to	Pursue my interests			
Pre-trip	Helpt			
Lake Motto	Fam Enjoy Life			
Money is	For investing			
Locals are	There to entertain me			
An event is	A film festival			
Crowds are	Scary			
My heroes are	My kids			
The Internet is	A great source for information			
My favo	Hiltc			
Comple Locals are	Feel There to			
Sponta	Not			
I bring back	Loca entertain me			
Pampering myself means	Havi			
Tour guides	Can be very helpful			
Culture	Should be supported			
When I return home	I unpack			
Brand names are	Reassuring			
Learning something new on vacation				
Outdoor adventure	Means a walk in a park			
Social c Celebra A bathub	Is irl Birth Should have a			
Celebra / DattinuD	Dirti			
Life is all about	Expe safety rail			
Work ethic	- Call			
When a new product comes out	Wait & see			
My favorite T-shirt	PBS promo			
The best places	Are out of the way			
I like to shop	From catalogs			
Foreign cars	Are more reliable			
A tub should be	Equipped with a handrail			
Dancii	Re			
The gr When I return	🔤 l unpack			
Exper	But			
Trave home	Seeing			
HOT BUTTONO	Safe, Soft Outdoor Adventure			
IF YOU WANT TO SELL TO ME	Make it easy for me			

### Cultural Explorer Tread lightly

### Tread Lightly

For spending wisely My new friends A good place to meet people How I manage my life

### My new friends

Digital photographs Staying at a great hotel Should be enjoyed I start planning my next trip More fun if no-one recognizes them Is essential

### Should be outdoors

#### CMH shell

Are known only to the locals In the middle of a forest

### I start planning my next trip

Let me make discoveries

#### **Free Spirit** I'll sleep when I'm dead What I live for Escape

### I'll sleep when I'm dead

Mardis Gras Great for surfing Dead rock stars For nerds

### There to be entertained by me

Rarely get it right Only exists overseas I can't wait to impress my friends Impressive Sounds like work Moane lawing on a he

### Should be big enough for 8

Be the first to buy it Hard Rock Café Are in guidebooks Wherever I can get a great deal Are more stylish Big enough for 8

### I can't wait to impress my friends

Tell me it's going to be great

# A Trip to St. John's

### Authentic Experiencer

Stroll among the winding street and multicoloured saltbox houses of St. John's before heading down to the wharf to examine the day's catch. Head South to visit the whales of Witless Bay and become an honourary Newfoundlander if you're brave enough to kiss the cod. Stop by North America's oldest Basilica before enjoying a lobster dinner and the jigs and reels of local musicians.

#### Cultural Explorer

The rugged coastline of Newfoundland has shaped a unique maritime way of life since long before Columbus landed in America. Today, the old traditions are still very much alive in the streets of St. John's and the outports of rural Newfoundland. Don't be surprised if you're invited in for a kitchen party, but be prepared to try your hand at playing the spoons.

### Free Spirit

With more licensed establishments per square foot than any place in North America and a personal warmth that will have you feeling right at home in no time, St. John's is one of North America's undiscovered gems. Live traditional music blends in with modem dance clubs for an experience that is uniquely St. John's. Take a trip to the most Easterly point in North America, ride an inflatable zodiac across the North Atlantic and then retum to St. John's with tall tales you'll never forget.



# A Trip to Tofino

### Authentic Experiencer

Enthusiasts return year after year to witness the legendary stoms rolling in off the Pacific in Tofino. But there's plenty of calm days to explore the Rain Forest, count sand dollars and multi-coloured starfish on the beach, or simply cook up a fresh pot of crab bought by the roadside from local fishermen. Tofino gives a whole new meaning to the idea of a beach vacation, combining natural wonders, local surfing spots and arts and crafts created by the region's vibrant community of artisans.

### **Cultural Explorer**

As a long-time hippy community, Tofino has a character and lifestyle all its own. Organic bread shops, hand-built treehouses and independent fishermen combine to create a unique sense of place. Stop by one of Tofino's many coffeehouses and find out why this magical community has attracted so many artists, poets and eccentrics over the years.

### Free Spirit

It rained the whole time.

(Not all destinations will appeal to all Explorer Types)



## The online quiz





#### discover your true travel potential in Canada

Spend a moment and take this short quiz to discover your Explorer Quotient (EQ) and we'll help fulfill your true travel potential on your dream trip in Canada.

						page
1.	I like to be able been to.	to impress	my friends wit	th all of the 5 s	tar hotels and r	esorts I hav
		0	C	C	C	
		Totally Agree	Somewhat Agree	Somewhat Disagree	Totally Disagree	
2.	The part that ma unfamiliar locati					
2.		ons, foods,	people, langui	ages and a diff	erent way of do	
2.						
	unfamiliar locati	ons, foods, C Totally Agree	Somewhat	ages and a diff C Somewhat Disagree	erent way of do C Totally Disagree	ing things.
2.		ons, foods, C Totally Agree	Somewhat	ages and a diff C Somewhat Disagree	erent way of do C Totally Disagree	ing things.





#### you're an authentic experiencer

In the world of explorers, you are an Authentic Experiencer. With a foot in both worlds, you appreciate the understated beauty of natural and cultural environments. You enjoy using all of your senses when you explore and really get to know the places you visit. You quickly adapt to personal challenges and risks, easily figuring out how to make the most of every situation. You want to be fully immersed in your travel experience and tend to stay away from group tours and rigid plans.

#### personality

- spontaneous
- discrete
- ethical
- + eco-conscious independent
- open-minded
- curious



#### things you might like to do



Watch whales breech and icebergs roll - and listen to symphonies of Arctic seabirds - as you negotiate the shores of this rugged and

unpretentious island.

Wild Newfoundland and

Labrador



