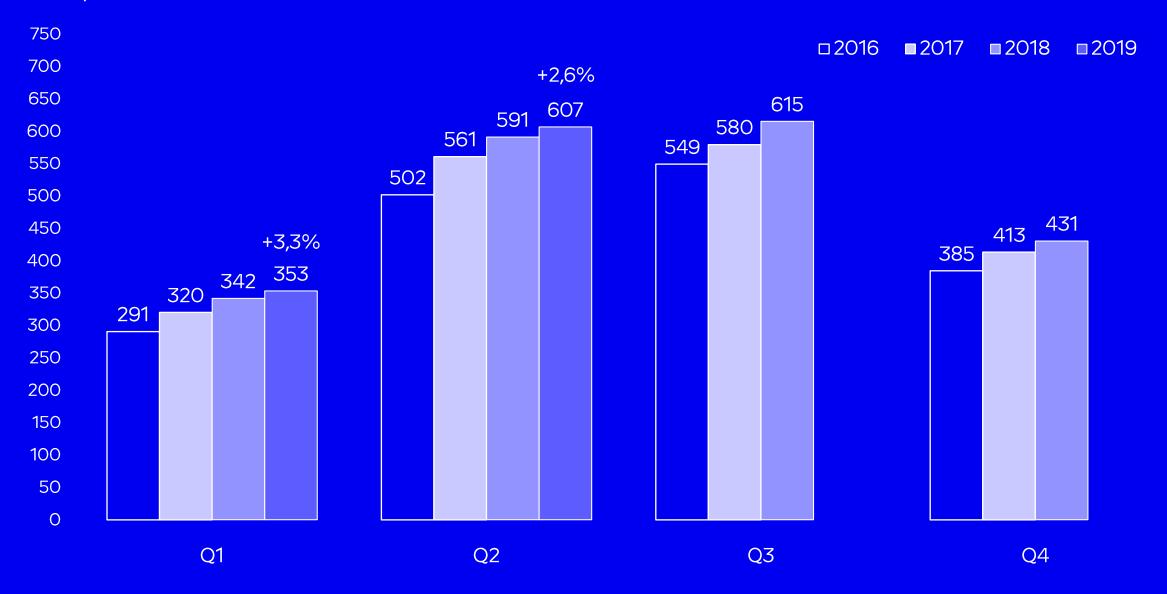


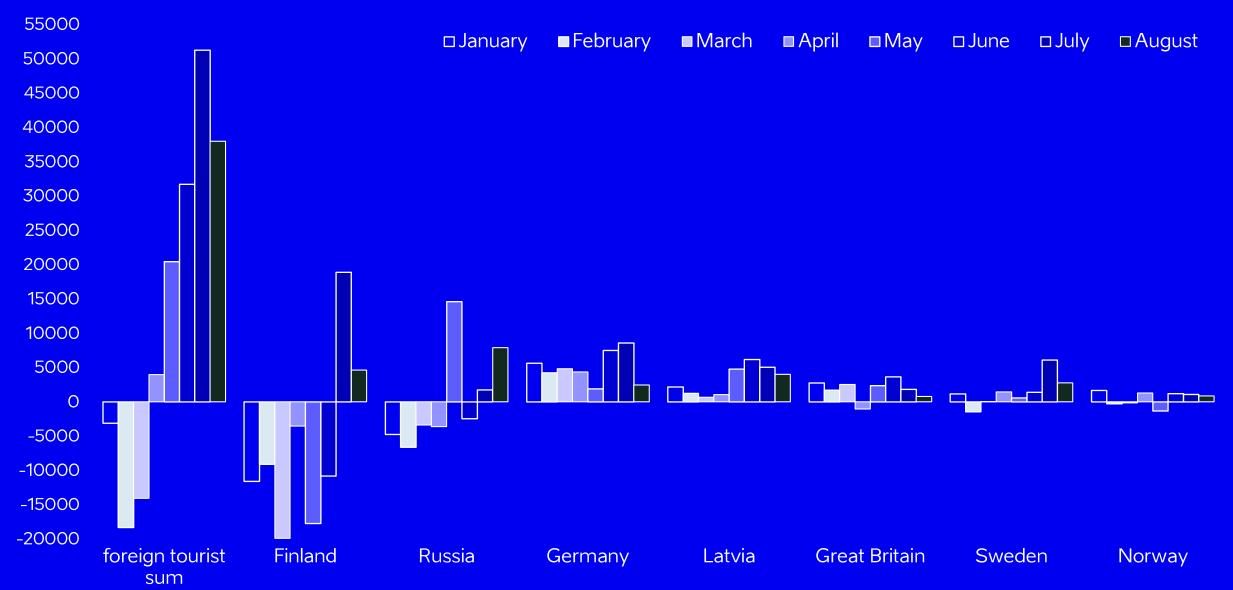
#### tourism in Estonia

- tourism receipts amounting 1.98 billion EUR in 2018 (target for 2023 is 2.6 billion)
- contribution of travel and tourism services to GDP is 8% and 22.446 persons are employed in the tourism industry\*\*
- an engine for regional development, a gate to labour market for young people, it gives possibility for entrepreneurship and connects with the world
- destinations with good environment for visitors suit also for living, science and business, are good for establishing family life and make inhabitants proud of their neighbourhood

## export of tourism services, M eur



## foreign tourists' overnight stay 2019/2018 7 TC's



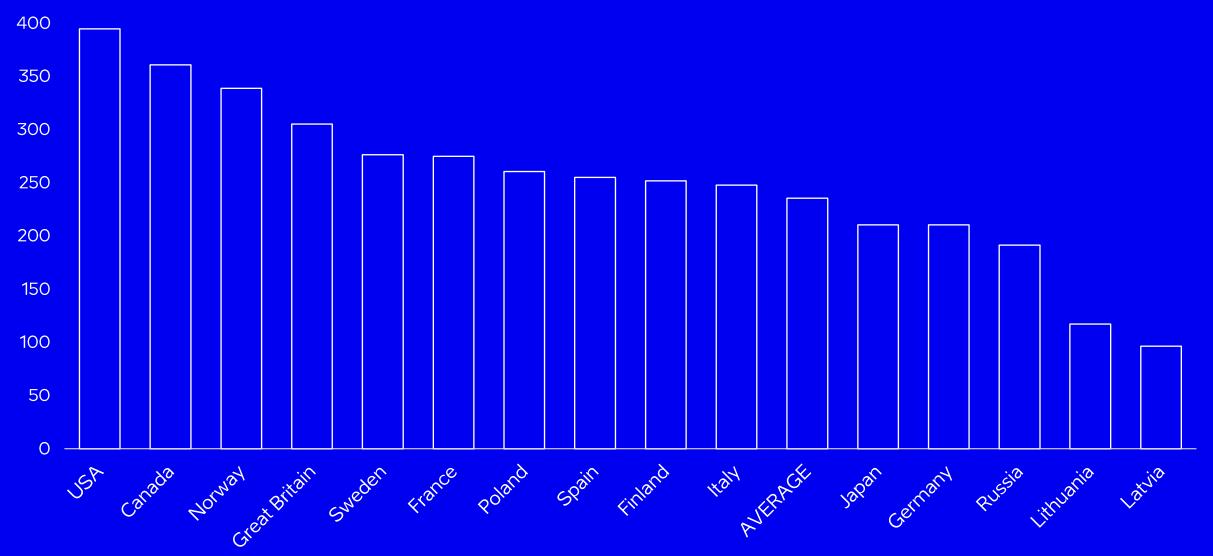


# target markets - prognosis 2,6 Bn euro by 2023

	2017	2018	2019	2020	2021	2022	2023	Growth 2023,	/17 (% & mln)	Annual Growth
Finland	575	565	573						100	3,4%
Russia	172	163	173						65	3,4%
Germany	93	104	103						47	11%
USA	80	90	79						28	<b>1</b> 5%
Sweden	63	66	64						9	3%
Latvia	64	68	72						36	8%
Great Britain	43	45	40						12	6,4%
Spain	30	29	32						13	8%
Poland	27	31	33						17	8%
Norway	23	21	20						-0,4	2%
Japan	21	22	<b>2</b> 5						11	8%
France	22	24	26						13	8%
Italy	21	23	<b>2</b> 5						12	8%
Lithuania	19	21	22						12	8%
Canada	15	16	16						6	6%
Other markets	197	226	235						112	8%

Source: Data for 2017 from Bank of Estonia, forecast by Enterprise Estonia. The forecast only shows the export of travel services, i.e the expenditure of foreign residents in Estonia. The assumption is that passenger transport export will grow at an average rate of 7% per year over the period 2017-2023.

## conditional average expenditure per visitor (euro)





#### opportunities:

nature and general image of tourism — Estonia's success is based on the
positivity of all parties, on pride of unique identity of destinations and in joint
action creating positive visitors' experience and motivation for return visits.

datafication — due to the structure of Estonian tourism, our future cannot be
based on quantity i.e. multiplying the number of first-time visitors, but instead on
creating a high-quality visitor experience for different consumer segments. Aim is
to extend the visits as well as to generate word-of-mouth marketing, which
results in increase of return visits to the same and new destinations in Estonia.

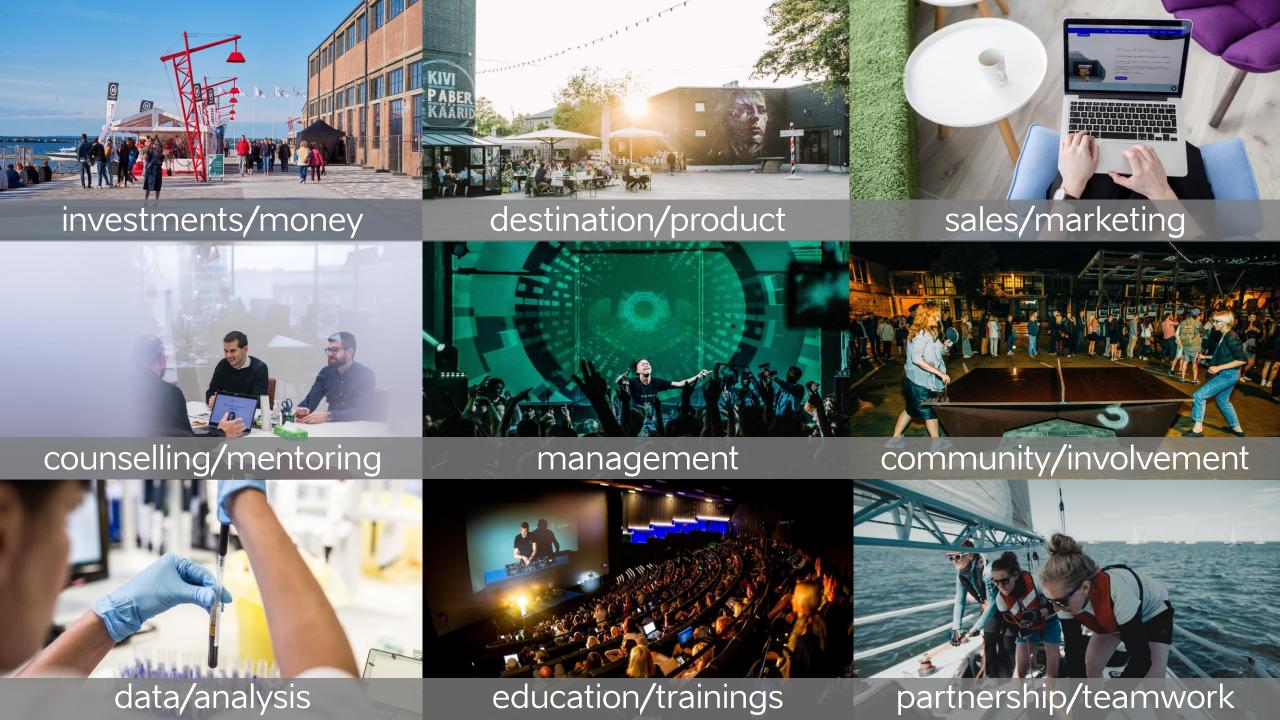




#### opportunities:

 being smart - Smart does not mean intelligent applications, new cutting-edge devices or programmes. Smart has to describe the whole business model, being part of the real-time economy.

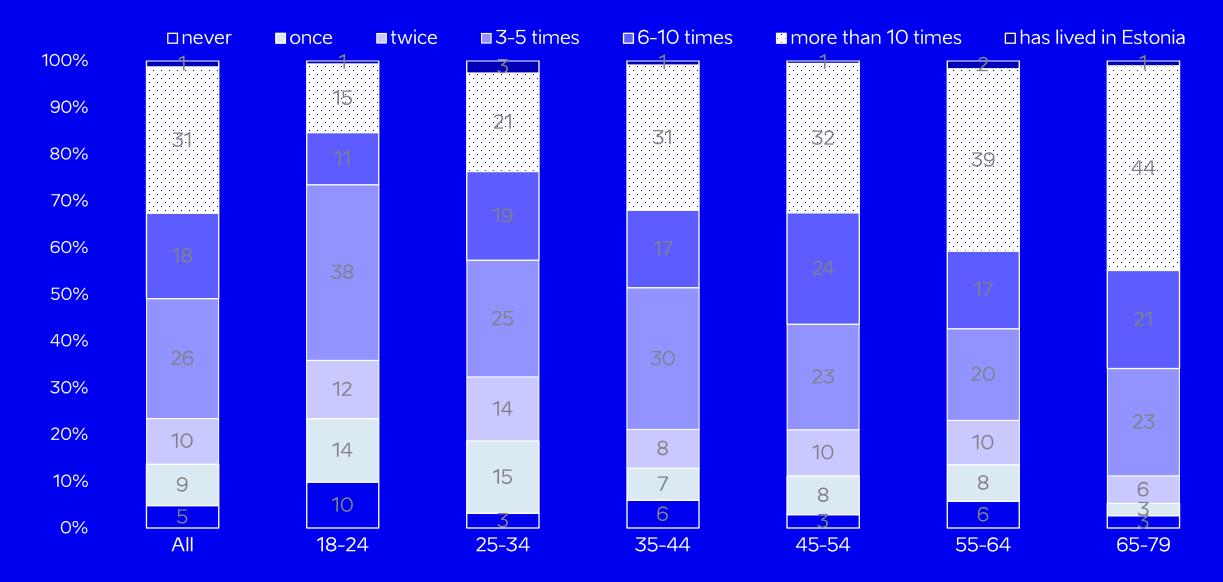
• **destinations** - Smartly managed destinations are the prerequisites for the value chain of tourism in Estonia. Tourism is an emotion that grows with the place and local people. Today's landmarks are cognitive, i.e. instead of "physical concrete", the key is the experience of it.



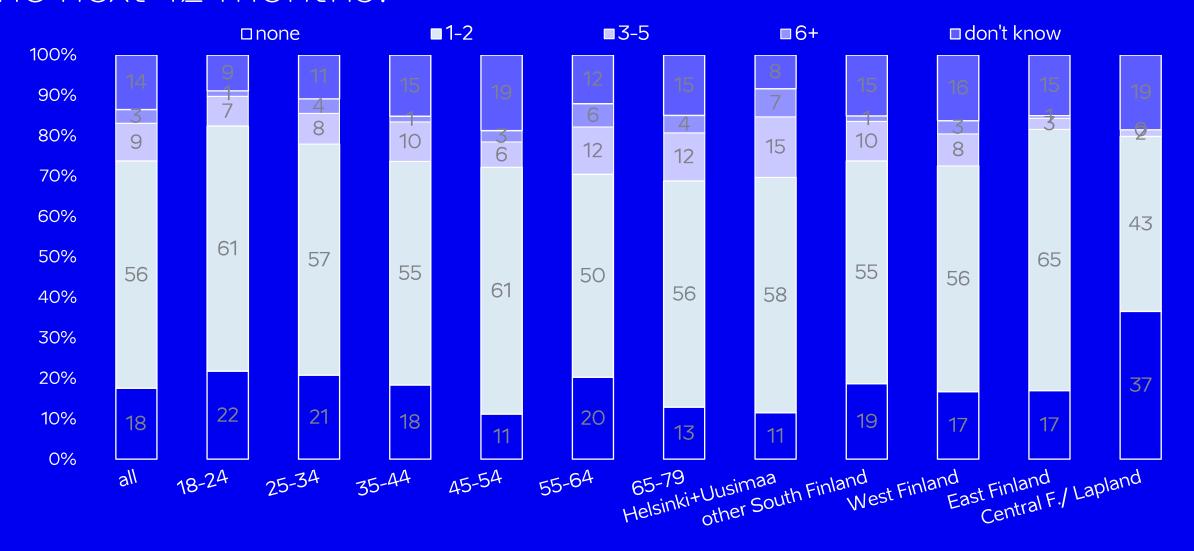
#### VISION of tourism in Estonia 2020 – 2035:

- The vision is to live a sustainable life in Estonia, which the locals are proud of and which is appreciated by foreigners.
- Estonian tourism must support the preservation and creation of a valuable and attractive living environment for the locals, ensuring a positive lifestyle and sustainability in the whole country.
- Local identity, highly-valued jobs in the region (for different abilities and ages),
  appreciation of the living environment (not only created one but also the natural
  environment) as well as sustainability are the basis of both domestic and foreign
  tourism. Enterprises of all sizes, local people, municipalities and the state will
  benefit from it.

## how many times have the Finnish residents visited Estonia?



## how many leisure trips to Estonia are you likely to take in the next 12 months?



# why are you not interested in visiting Estonia in the next 12 months? (% of respondents)

has already seen enough					17.2
other destinations are more attractive					17.1
just not interested/ can't find any reason to go				1	6.7
health problems/lack of money/other problems restrict				15.1	
lives far from Helsinki, too far to travel			10.1		
increase of prices in Estonia		5.8			
interested but no time to travel	3.7				
don't intend to travel anywhere in the next 12 months	2.7				
bad attitude towards Finnish tourists by the locals	2.5				
don't want to travel by ship	2.4				
bad customer service	1.4				
other	3.7				
don't know			<b>]</b> 8.7		

# how to improve Estonia's attractiveness for families with children? (% of respondents)

more activities / attractions for children	
improve the safety level	12
build amusement parks/ water parks	11
improve customer service	10
lower prices	8
get rid of alcohol tourism	7
promote attractions for children more actively	7
change the image of Estonia (now related to alcohol)	5
better transport connections	3
children-friendly ferry travel	2
children-friendly spas	2
more attention to cleanliness	2
package tours for families with children	2
children-friendly hotels	1
children-friendly restaurants	1
other	8

## targets for Finland 3-5 years

Marketing objective

Main behavioural changes to achieve business objectives?

What should visitors think/ feel/ do, to achieve the changes?

Communication objective

Media objective

How does media (channels) contribute to communication objectives?

Monetary (financial) objectives,

Business

objective

that we have to achieve?

- visits (incl. daily visitors)Finnish expediture in Estonia (561 M\*) is growing faster
  - than the inflation (3.4%). 2018 growth was negative by 2%

Reach to 2013. y level 2,3 M

- events in Estonia 17%/8%\*
- gastro t. 90% / 7% (winter 10%)
- family t. (summer 30%, winter 6%)
- culture t. 67%/29%
- wellness (spa) 25% / 5%
- lifestyle (handicraft, gardening, nature, golf, sea)
- MICE
- consumer journey and product development
- +1 Tallinn and/or Estonia overall
- low season
- increasing share of younger generation

- Finns are welcome in Estonia
- estonians are open
- Estonia is like a domestic destination for Finns
- good value for the money
- convenient consumer journey
- relevant and detailed information received
- +1 trip to Estonia

- newsletters B2C and B2B
- visitestonia.com/fi
- mobile Visit Estonia website
- strategic communication in/for Finland
- press/FAM-trips
- seminars and workshops B2B
- fairs & end-consumer events
- media channels in ports and ferries
- information exchange in destinations
- joint campaigns
- partner activities

\* The real status 2016-2017 / what motivates to travel to Estonia

B2B survey + Meltwater

Source: Enterprise Estonia — Estonian Tourist Board

\* 2018, doesnt include international transportation

#### www.visitestonia.com suomenkielinen ammattilaissivusto



Koti > Professional

#### Viron matkailun edistämiskeskus



#### Hyvät yhteistyökumppanit,

tervetuloa Visit Estonian / Viron matkailun edistämiskeskuksen ammattilaissivustolle!

Täällä kerromme jatkossa säännöllisesti Viron tärkeimmistä matkailu-uutisista, jaamme infoa ammattilaistapahtumista, välitämme majoitustilastoja sekä esittelemme hyödynnettävissänne olevia markkinointimateriaaleja.

#### Suomalaismatkustajat Virossa vuonna 2018

Vuonna 2018 Viron majoitusliikkeissä majoittui 834 993 suomalaista matkailijaa (-9%), jotka viettivät Virossa yhteensä 1,54 miljoona yötä (-9%). Majoitusliikkeiden ohella ja sijasta yhä useampi kävijä valitoon võnymisnaikaksoon hankkimansa tai vuokraamansa yksityisasunnon tai hyödyntää Airhnh

#### Tilaa uutiskirje

- > Matkailun edistämiskeskus
- **Yhteystiedot**
- **Uutiset ja tiedotteet**
- Markkinointimateriaalit
- Esitteet, tapahtumakalenteri, uutiskirjeet
- Valokuvat
- Videot
- Tutkimukset ja tilastot





