# Digital Travel 4.0



19th September 2019 - Autumn Conference

Kensington Forum, London



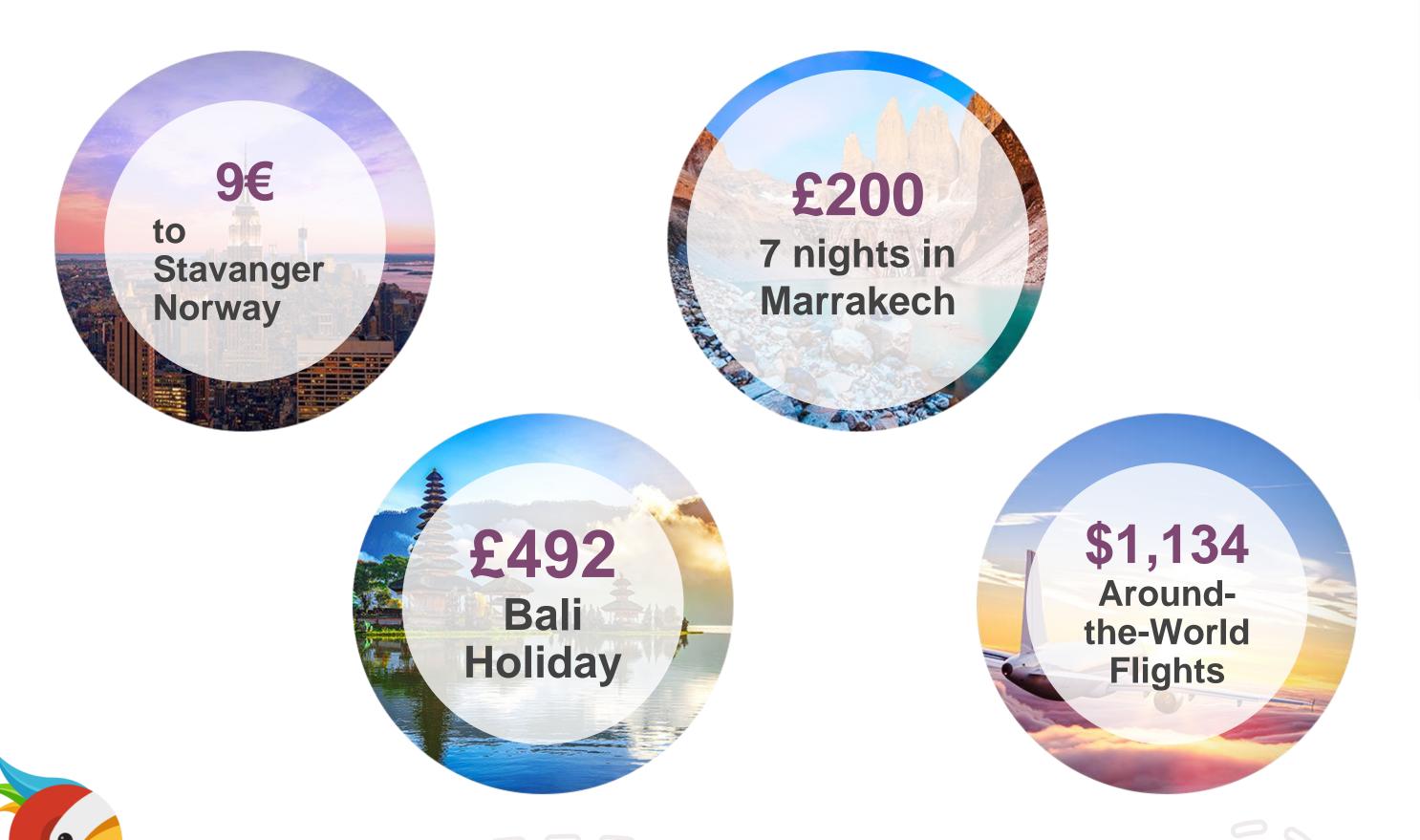
## Digital Engagement

How to build a Multimillion B2C Travel Brand through Identification

Nick Cooper - Head of Market UK

### What do we do?

### We find unique travel deals...





...and publish them on our channels dedicated to each market

# Where we stand after 7 years...



+30,000,000 *Monthly visits* 



+10,000,000
Facebook Fans



+10,000,000

App Downloads



452,000,000 TTV in 2018

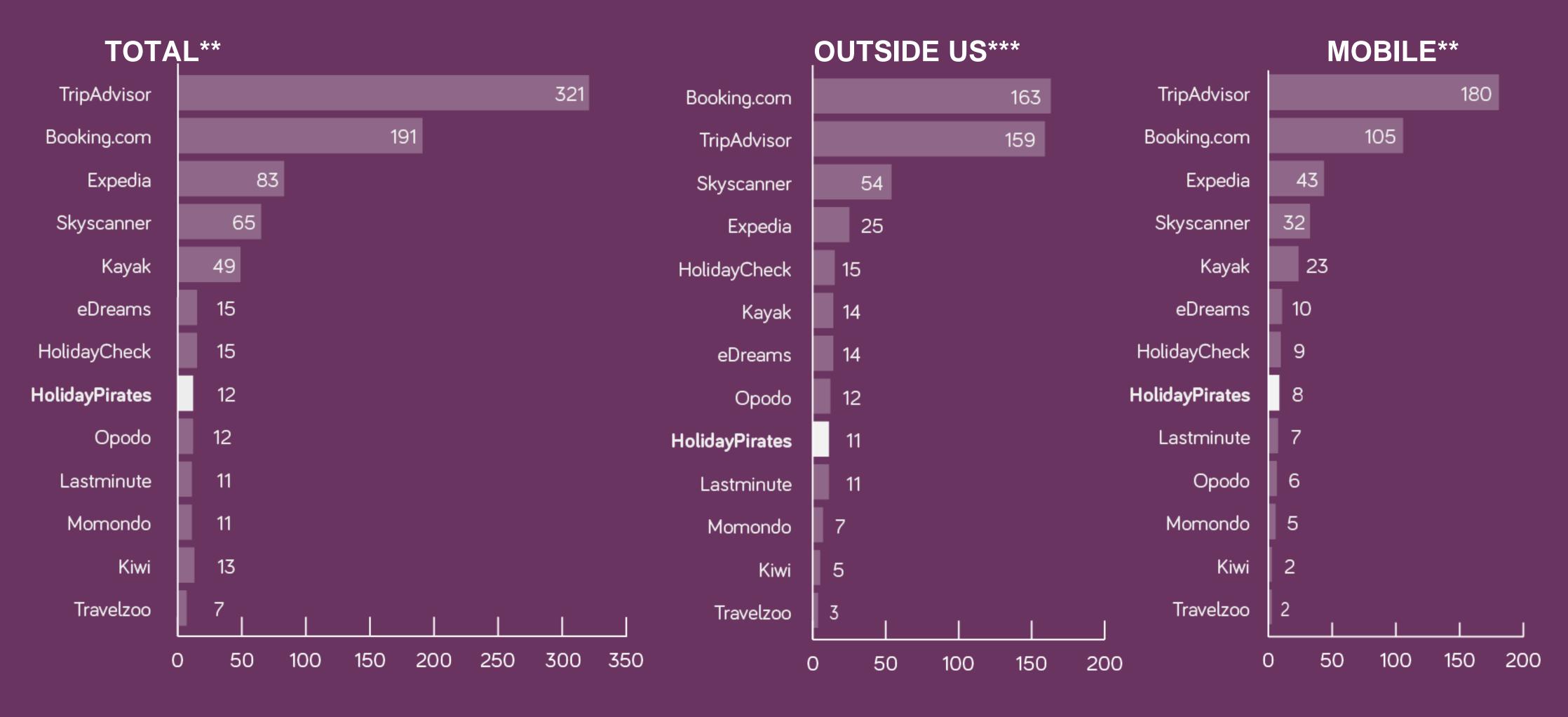


Even though we only pay for 8% of our traffic, we are able to compete with global giants.



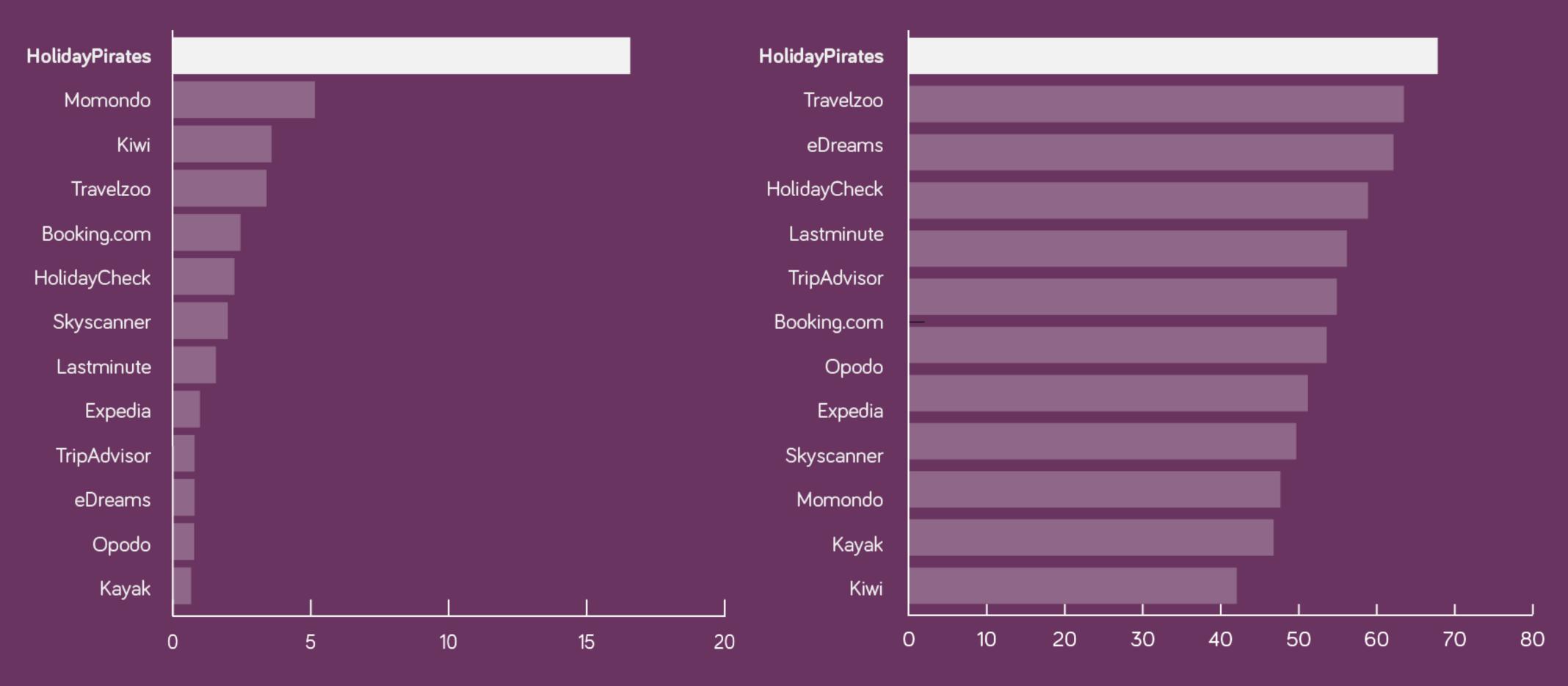


# Monthly Traffic in Millions (without App)



# TRAFFIC FROM SOCIAL MEDIA SHARE OF TOTAL SESSIONS\*

# TRAFFIC FROM MOBILE SHARE OF TOTAL SESSIONS\*

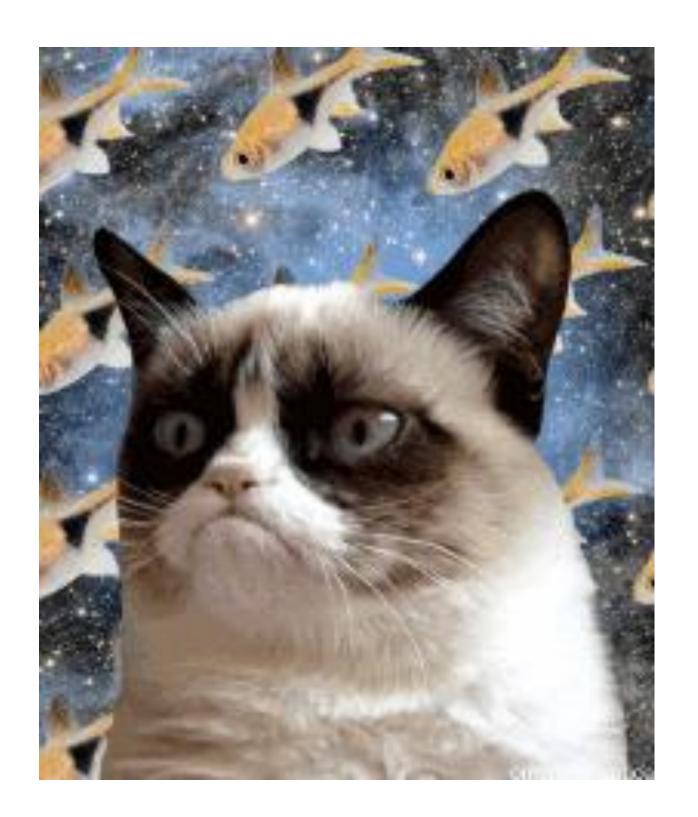


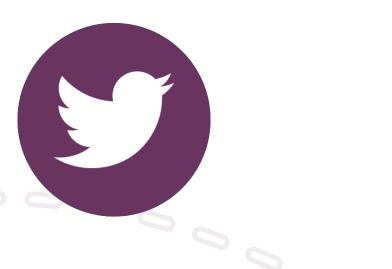
\*Average no. of sessions in last year Jan 2018 - Dec 2018 Similar Web Accessed on 10.01.2019

### Fish where the fish are 2.0



















# It doesn't mean throwing money in these channels ...



...in order to buy traffic





# The goal? Identification!



Make fans & followers brand ambassadors

... traffic & revenue (almost) comes by itself







# The recipe for virality:

### Authenticity



Entertaining, authentic tone of voice

### Transparency



Travel insights, open discussion

### Target group



Trust

Inspiration

#### Relevance



Content & deals that are too good not to be shared

#### Call to Action



Be creative & controversial to foster engagement

# Examples

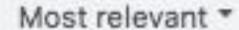




# Authenticity









Michael Rothwell Alex Challinor

Like - Reply - Message - 18w



Alex Challinor Lad some naughty deals on here isn't there, need too find me self a new bird so I can get away

Like - Reply - Message - 18w



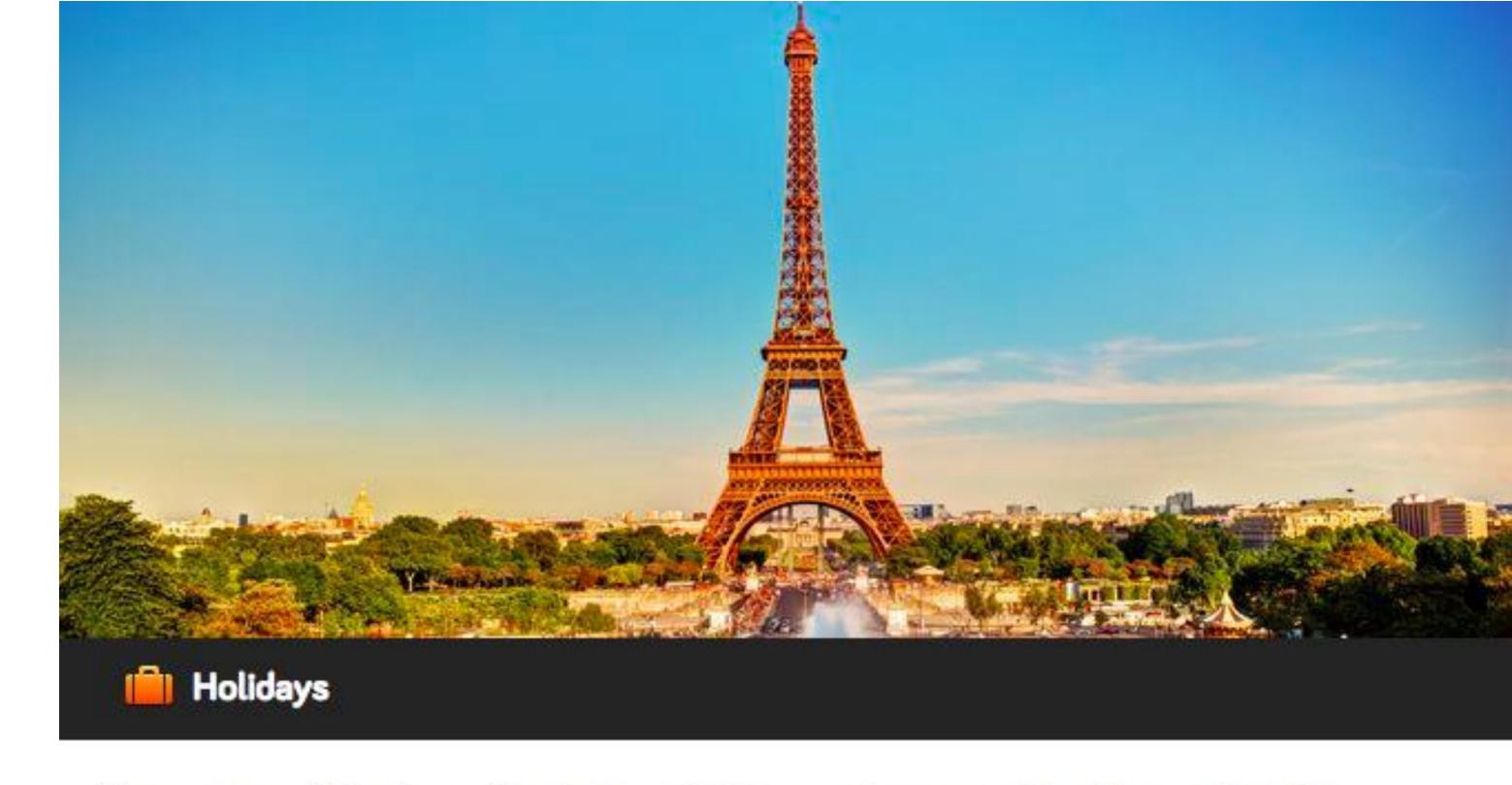
Holidaypirates.com With those honeyed words, Alex, we think you'll be fine... https://media1.giphy.com/media/gNnsOsRm6y2Ws/giphy.gif...



Like - Reply - Commented on by Fanpage Karma [2] - 18...

→ View more replies

# Transparency



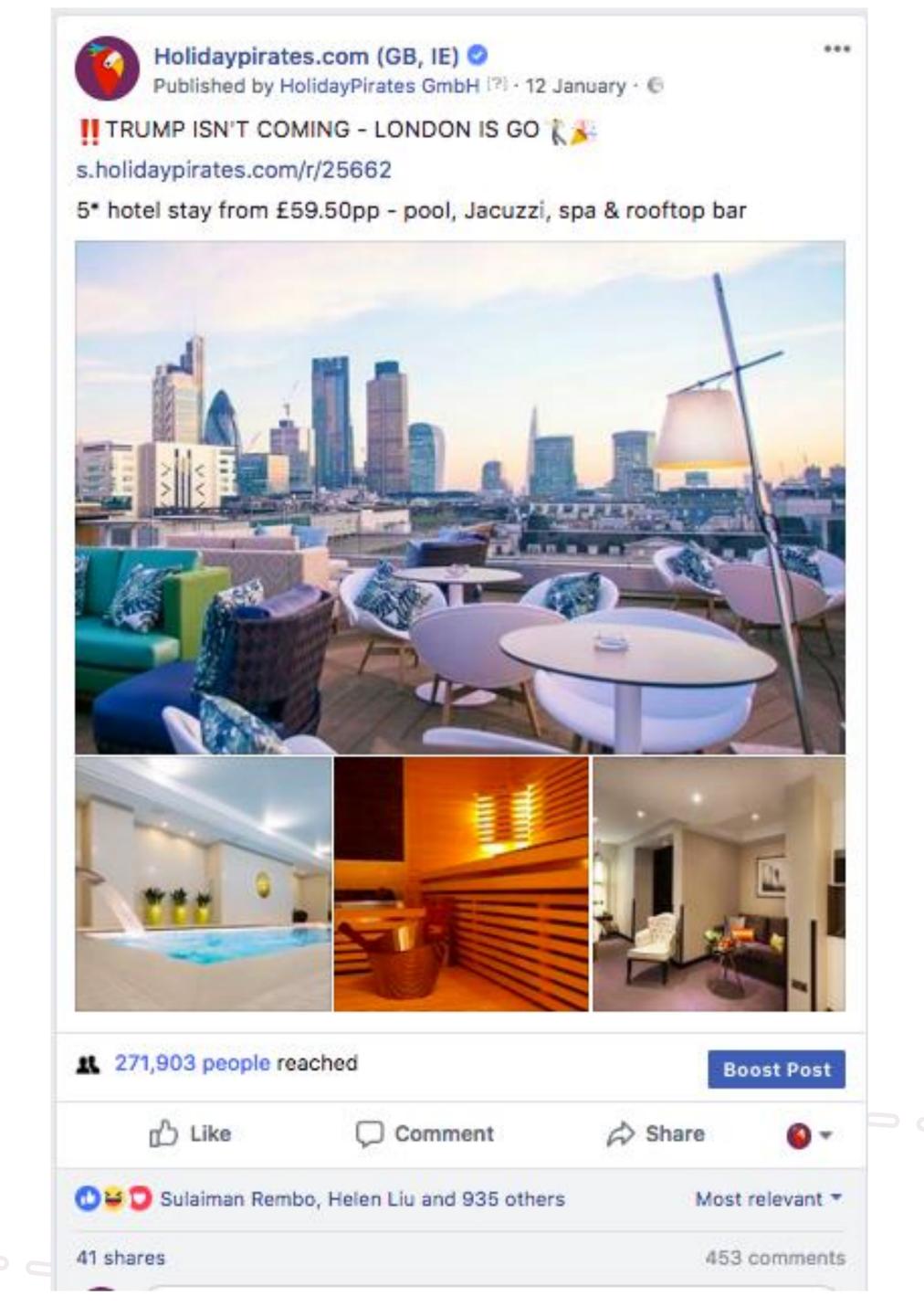
#### Eurostar flash sale from £29 each way: Train to Paris, Brussels or Amsterdam - 45,000 seats

- London to Brussels or Any Belgian Station 15,000 seats from £29 each way: Select dates 5 June until 5 September
- London to Amsterdam 5,000 seats from £35 one way: Select dates travel 5 June until
   11 November

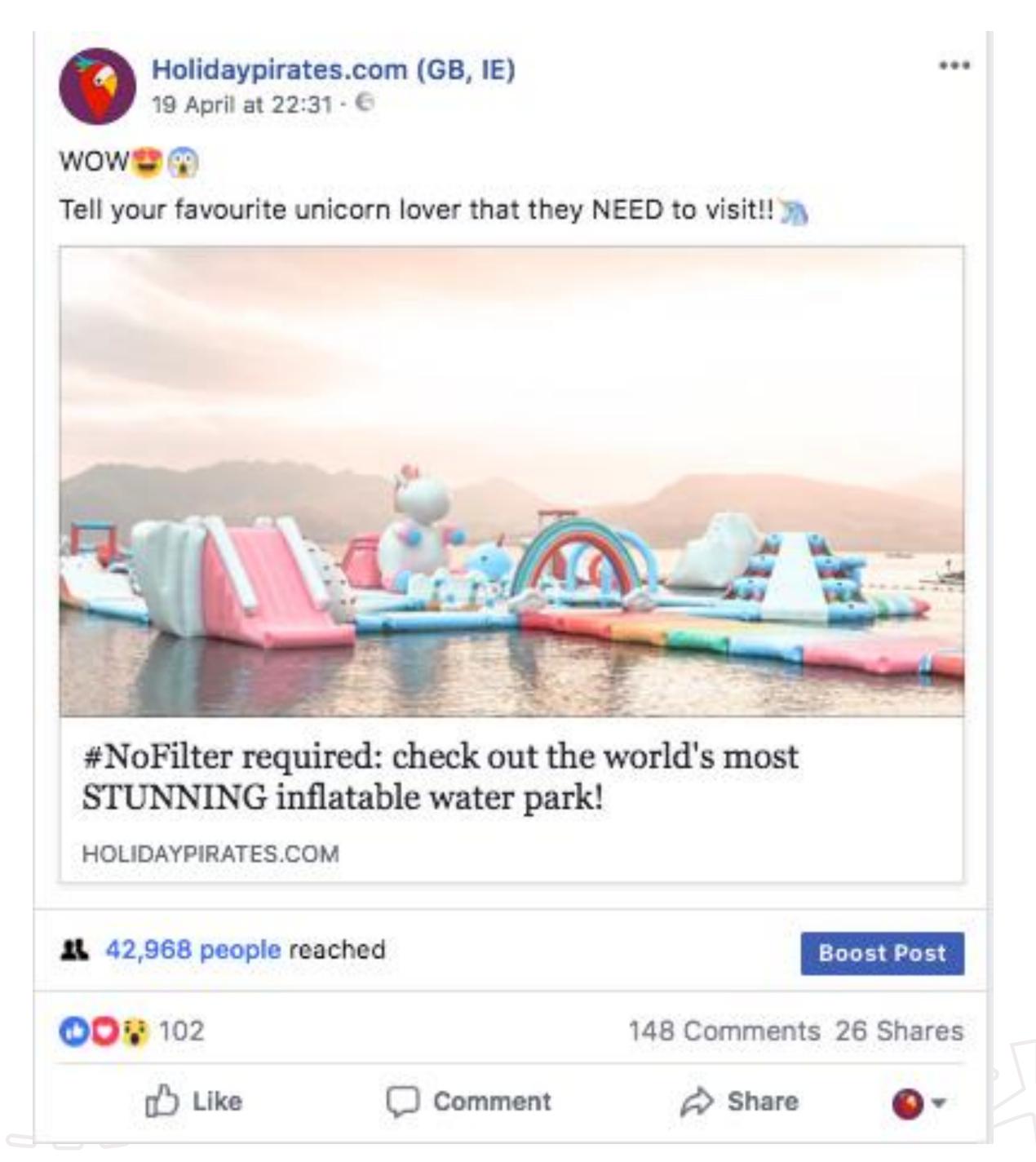
**Pirates tip:** Unlike Paris, hotel prices fall in Brussels on Friday, Saturday and Sunday nights so if it's a weekend you're after, we recommend choosing Belgium for a cheap minibreak. **Click here** to see lovely 4\* and 5\* hotels from **as little as £55 per room**, per night.



### Relevance

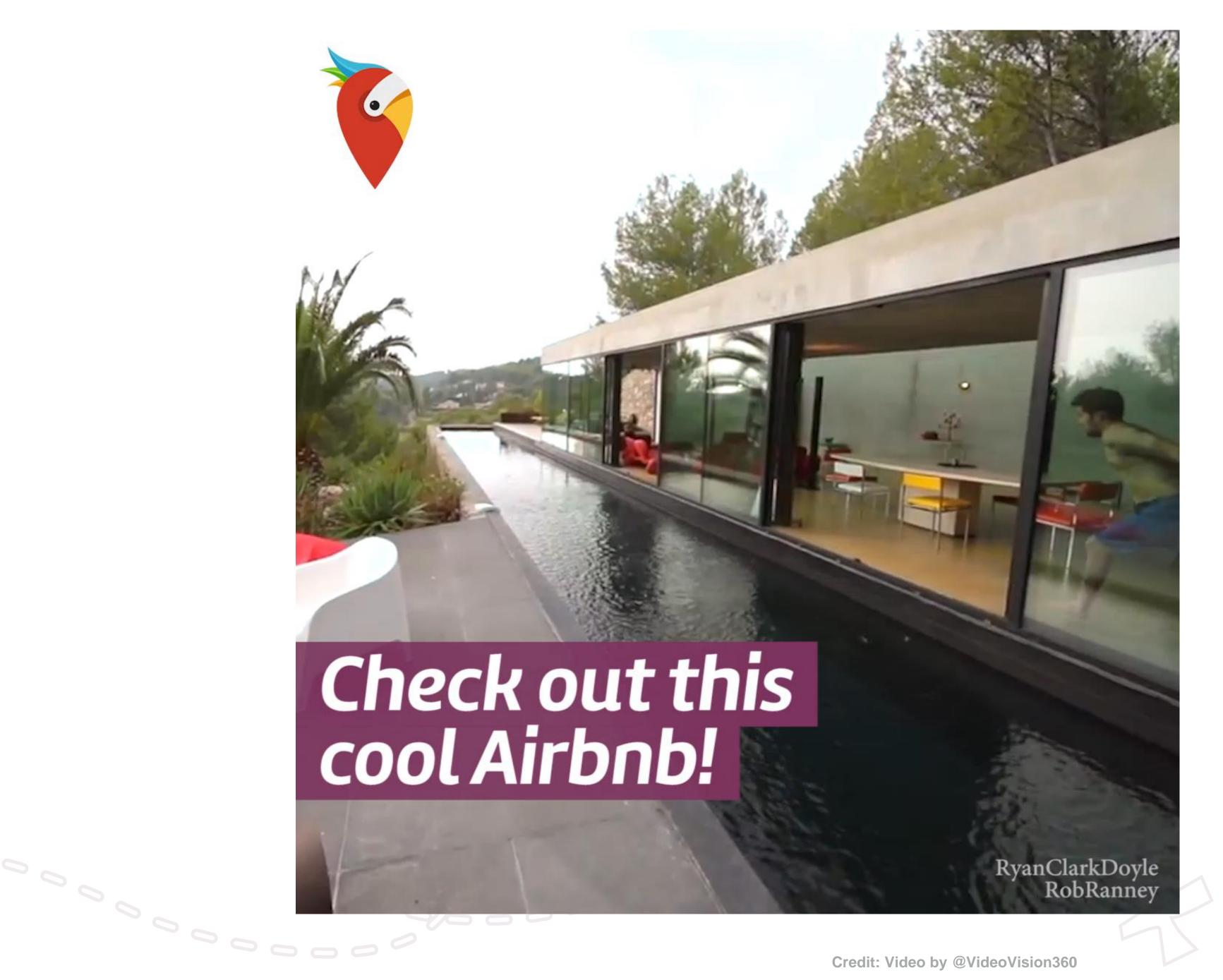


### Call to Action





# Inspiration





Credit: Video by @VideoVision360

# In a nutshell

Stay fresh & inspire...



...day after day!





# Growth in the future:

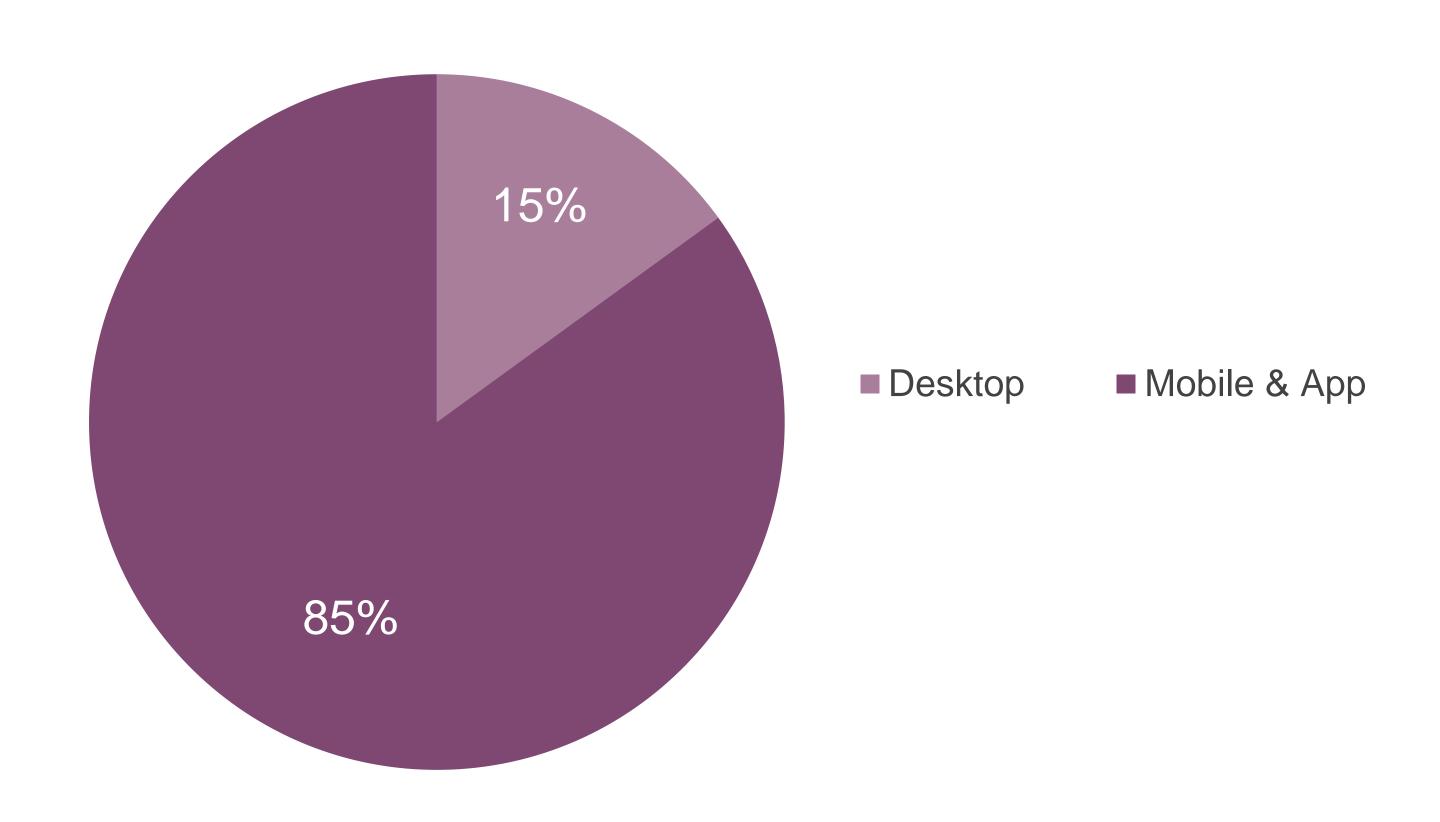
Keep an eye on two things!





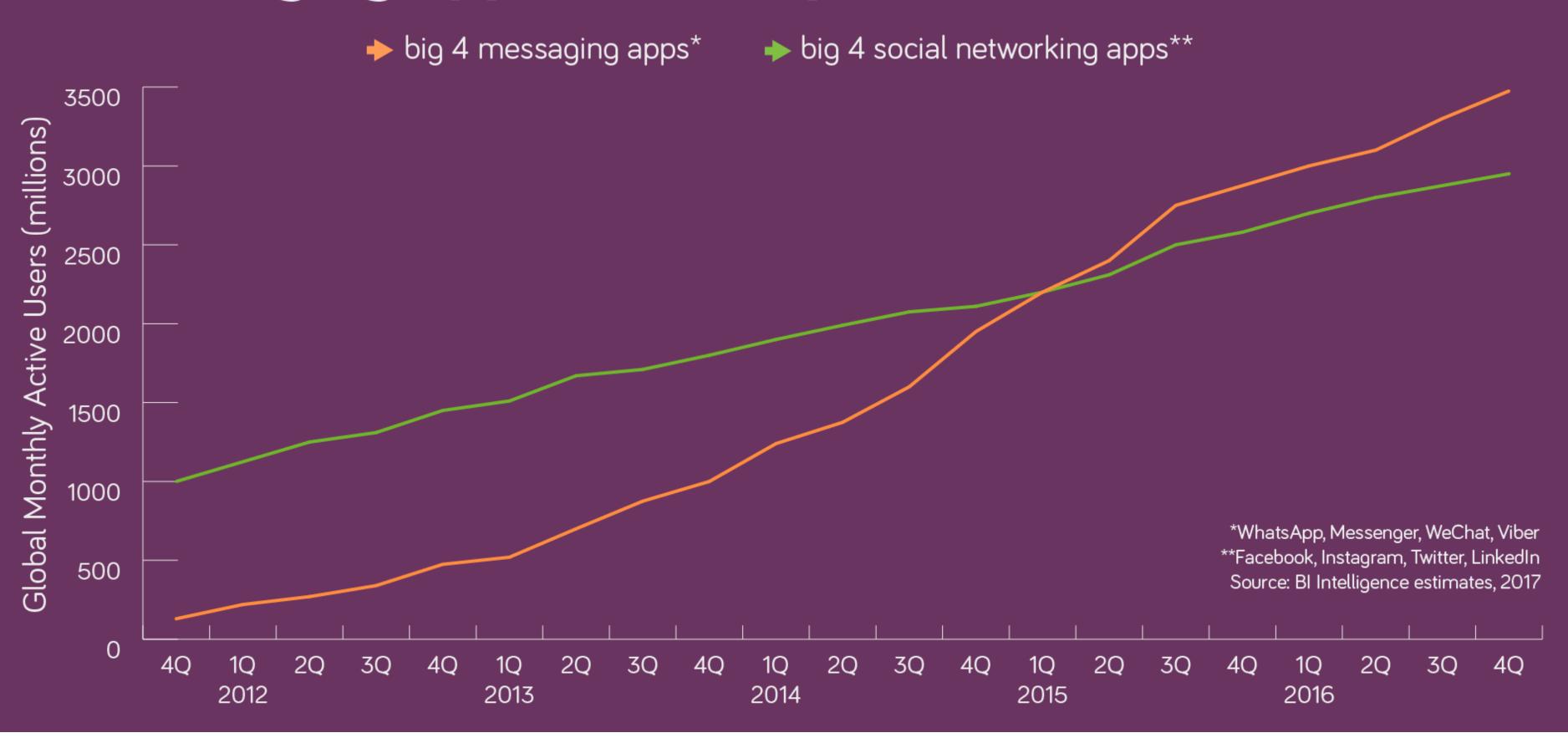
# Smartphones usage





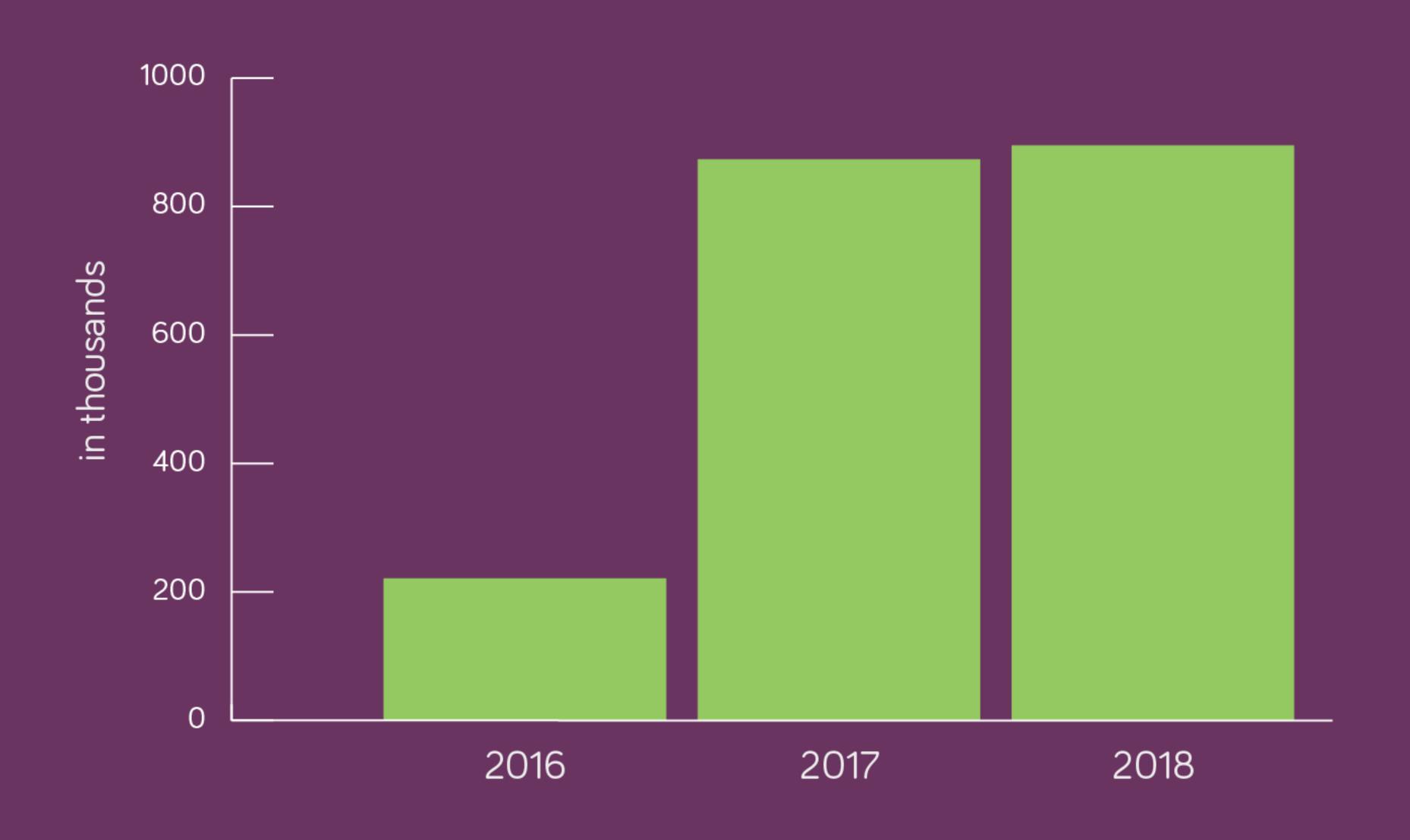


## Messaging apps have surpassed social networks

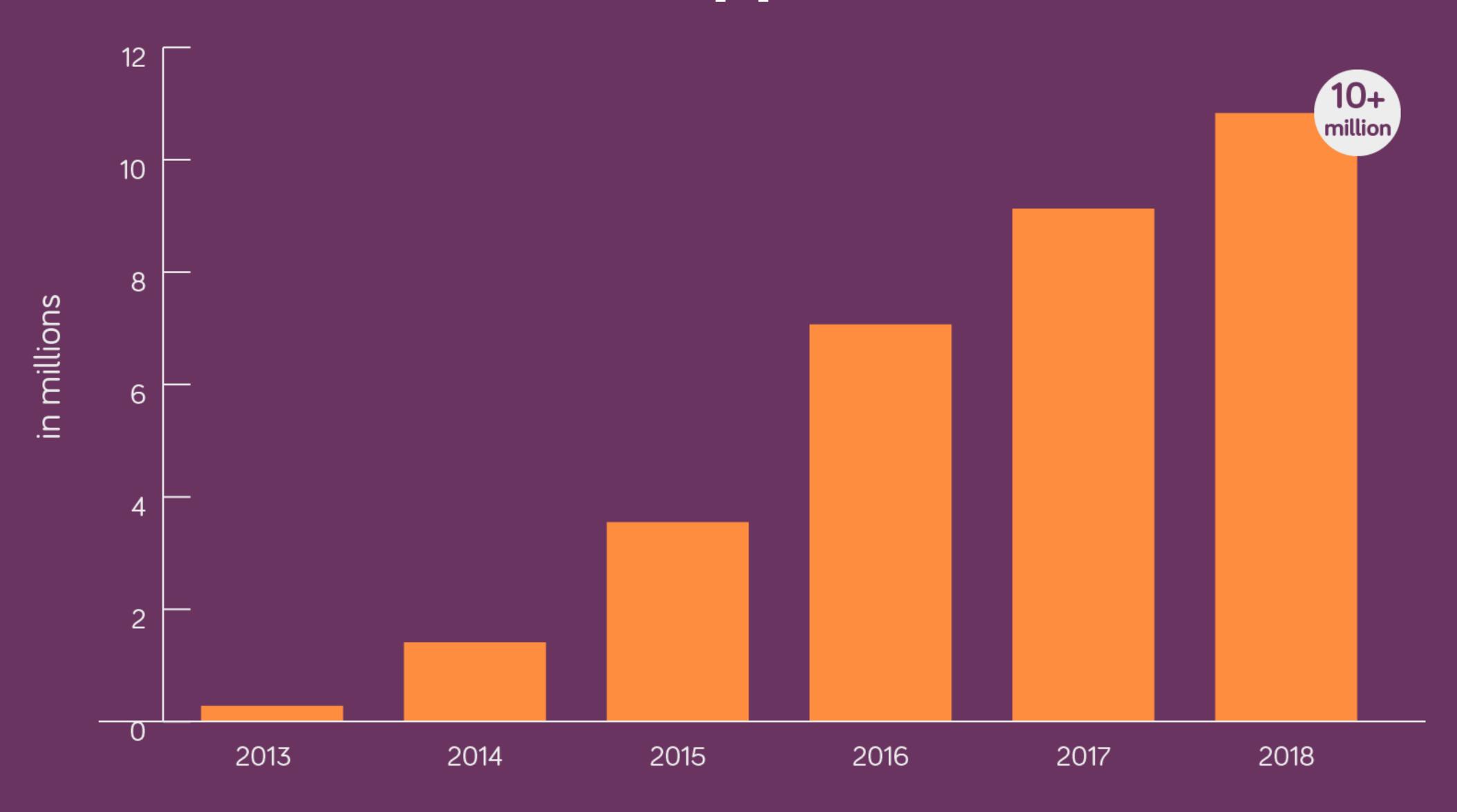




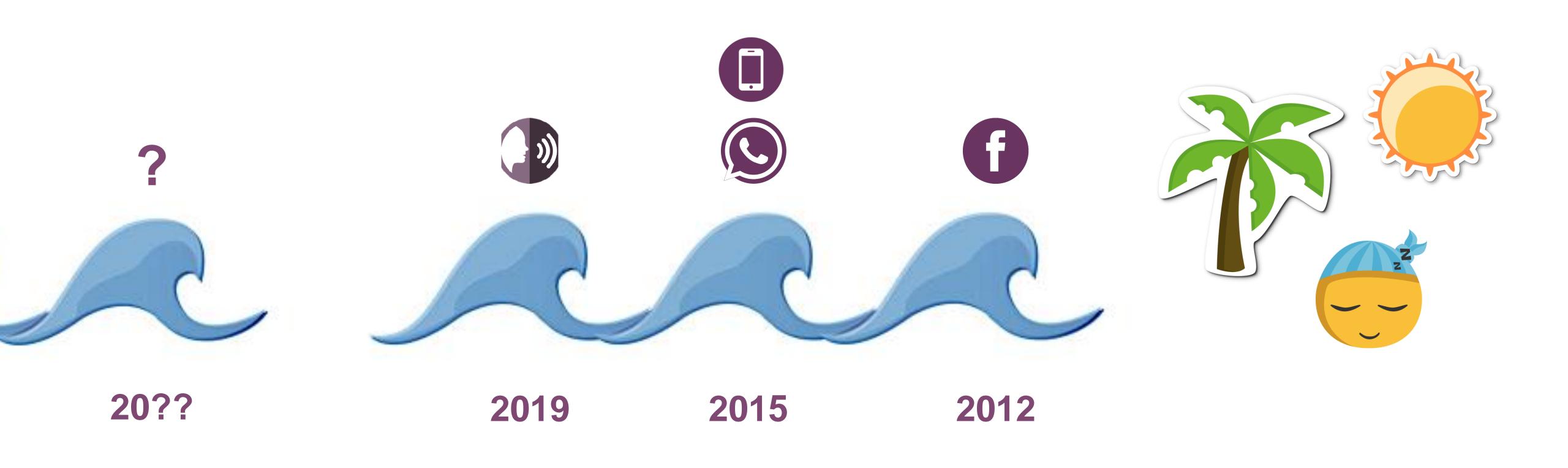
# Number of WhatsApp subscribers



# Number of app downloads



# Takeaway: Surf early on the right wave













# HolidayPirates GROUP

Thank you!