## FREE DISPLAY TO ALL NORTHERN CALIFORNIA CONCIERGE ASSOCIATION MEMBERS

## Let Us Help Your Guest Discover The Greater San Francisco Area!

Beautiful, hassle-free brochure display racks. Our local representatives will keep them fully-stocked with brochures, travel guides and area maps. We install, service and maintain them so they're always a great feature for your business, giving your guests a reason to stay with you longer.



# BENTLEY

## UNIVERSITY 2022 NEW VISITOR RESEARCH





#### About this consumer research

- The Research was undertaken in 2022 in the US, Canada, Mexico and Europe by Bentley University Center for Marketing Technology and Visitor International.
- 986 respondents were interviewed in the US, Canada, Mexico and Europe.
- 78% were on a leisure trip, 7% on a business trip and 15% were combining business and leisure.
- 60% were staying 4 days or less, and 40% for more than 4 days.
- 49% stayed in a hotel, 20% in a rental home, VRBO or AirBnB, 12% with friends or family, 16% in their own home, 6% did not stay in the area, and 3% indicated other.
- 59% were female, 39% male, 1% were non-binary, and 2% indicated other or prefer not to say.
- Visitors of all age groups (over 18) were interviewed, and • there was a good spread across all age groups.

#### Visitor brochures **DRIVES DIGITAL too!**

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of respondents used a mobile device to find out more about what they read in a brochure they selected

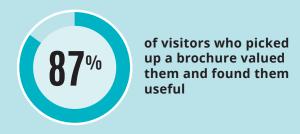
**Brochures** prompted these visitors to go online to book, buy, visit, check out opening times... and more



### WINNING VISITORS THE MARKETING POWER OF VISITOR BROCHURES



#### How useful do visitors find brochures?



#### How did brochures influence their trip?

were influenced in 86% one way or another by the brochures they picked up

> Learned about a new service or attraction from what they read in a visitor brochure

#### Why are brochures so effective?



7%

Almost 3 in every 4 share the brochure information





