

### WHO ARE WE?

- New in the market: since April 2021.
- Wholesaler touroperator (B2B)

Selling through <u>retailer travel agencies</u> in Spain & Portugal (offices in Madrid & Lisbon)

 Brand combines traditional product values with a new model:

Digital Development Efficiency
Responsible Tourism Sustainability

Team Expertise and specialization

• Belonging to a large group: IBEROSTAR htls

Product and distribution synergies



# ICÁRION IS PART OF



**100% Group** 



60 years

Of history

100%

Family owned

35 countries

Presence in 35 countries

+38.100 Rooms

+120 Hotels

+34.000

Team

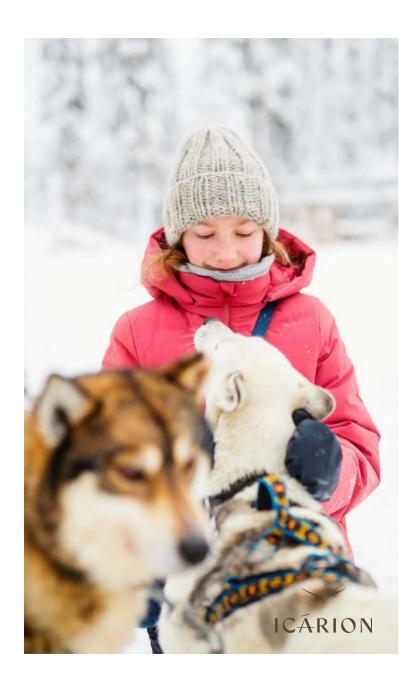
2.353€

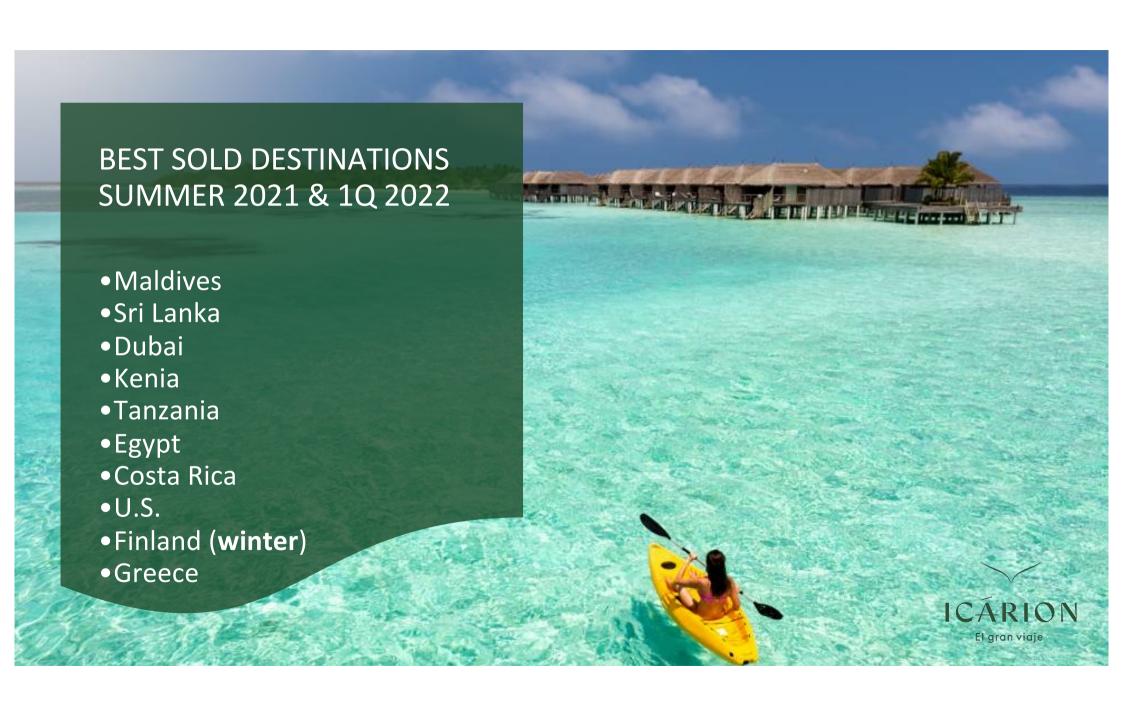
Million revenue 2019 (+5% YOY)

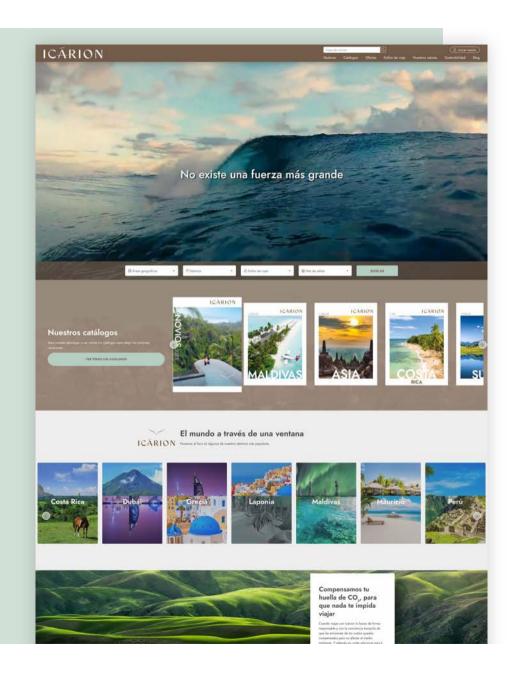


### **PRODUCT**

- FIT (mainly) & grps
- Based in regular flagship airlines. TTOO Agreements with majority of airlines.
- Charter flights in special periods (December & Easter)
- Largest product on the market: 150 Countries / +1.500 different programs
- ONLINE CONFIRMATION (full packages):
  - Travel agents can book online full package & pre-book only flights
  - Final consumer can quote only without booking
- Value for money programs for medium-high/high customers
- Specialization in certain destinations.
- Special groups dept.
- VIP/Luxury Dept.



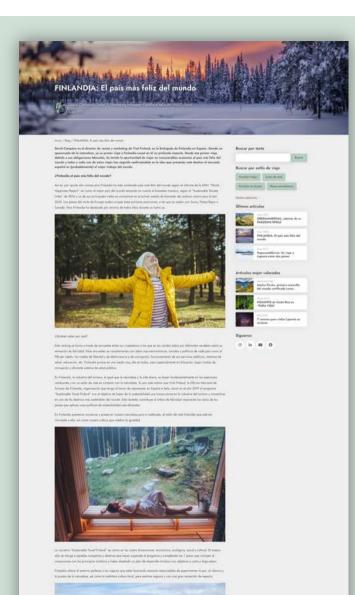




### **ICARION.ES**

- Advanced filter for product
- Online quotation tool POP
- Fast
- User-friendly
- Extensive programming
- Travel Blog with updated destination information









#### Secretos de Finlandia en otoño

Grandes Viajes, En familia, Vacaciones ecológicas y glamping, Circuitos exclusivos



Silvina Prado, Head of Social Media & ORM de W2M mayo 2021



#### Iso Syöte, o el renacer del ave fénix

Grandes Viajes, Puentes y Salidas Especiales



Gerralda Gilles, Directora de Ventas y Marketing del Hotel Iso Syöte (Finlandia) mayo 2021





El paraíso nevado de Salla, ¿candidato a los JJOO de verano de 2032?

Grandes Viajes, Puentes y Salidas Especiales, Sostenibilidad



Erkki Parkkinen, Alcalde de Salla (Finlandia) abril 2021



#### Mi vida en el reino de los renos

Grandes Viajes, Puentes y Salidas Especiales



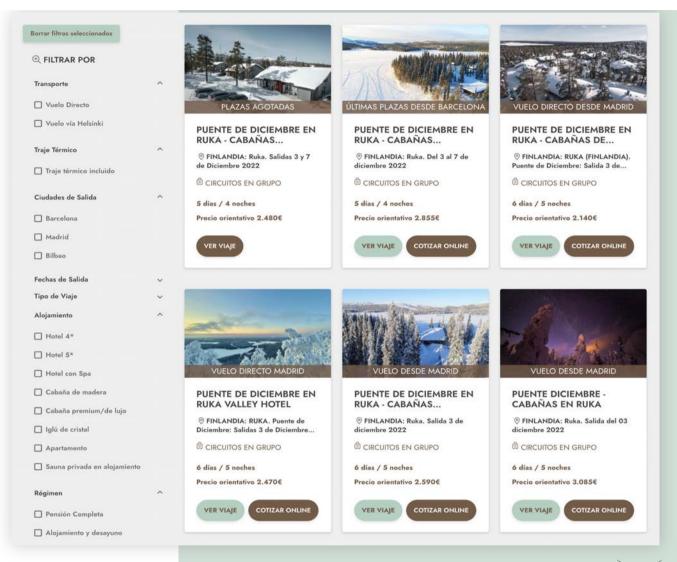
Timo Tuuha, Guía turístico y co-propietario de granja de renos en Salla abril 2021

### **BLOG**

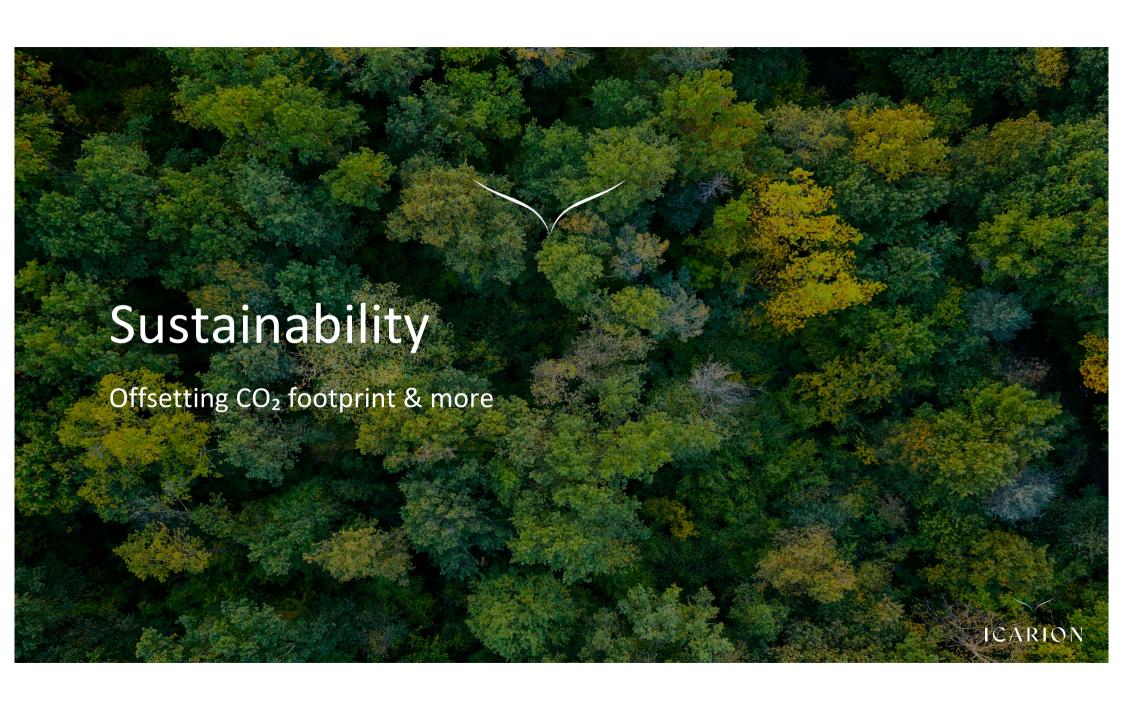
- Non commercial info
- SEO position
- Written by experts:
   DMOs, guides,
   bloggers, locals, etc.
- •+50 posts so far
- •+10 about Finland



# Customized filters by destination.









- We've noticed a demand increase during/after pandemic for Sustainable product
- DNA IBEROSTAR, Spanish hotel company most committed to the environment
- The most complete and best developed CSR in the Spanish wholesale market





### **EARTHCHECK**

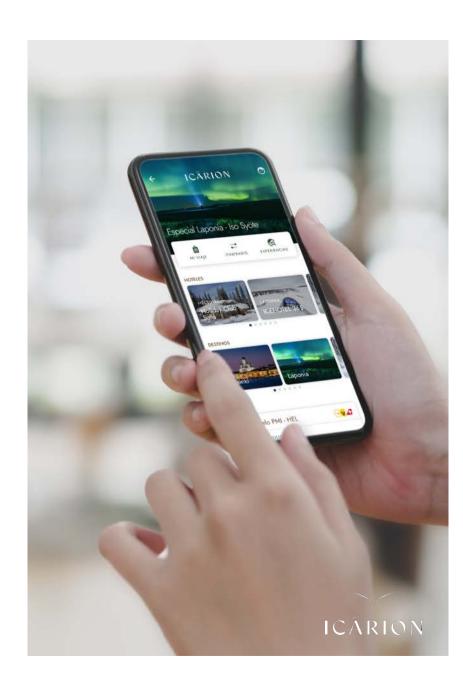
- EARTH CHECK Label (ongoing)
- CO<sub>2</sub> footprint offsetting policy: Applied to reforestation and forest conservation projects in Zambia, Kenia, Uganda & Costa Rica.
- 1st Tour Operator in the World to sign with Air France/KLM a SAF (Biofuel) agreement

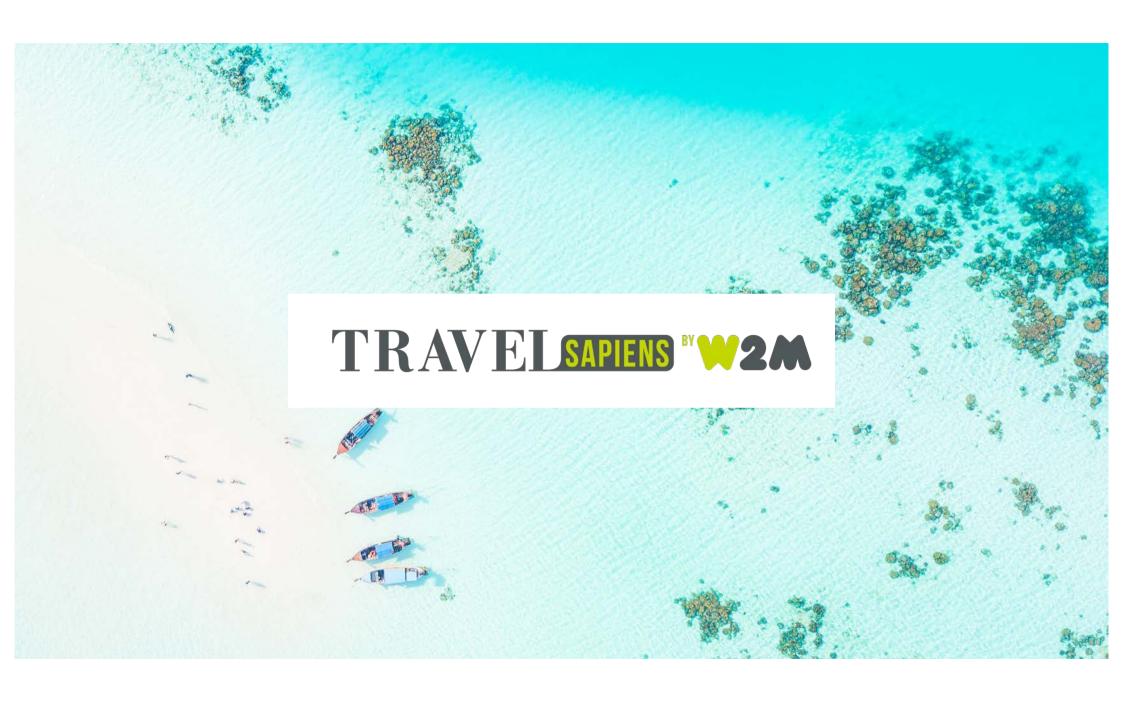


### **SUSTAINABILITY**

### Digitalisation: Our App

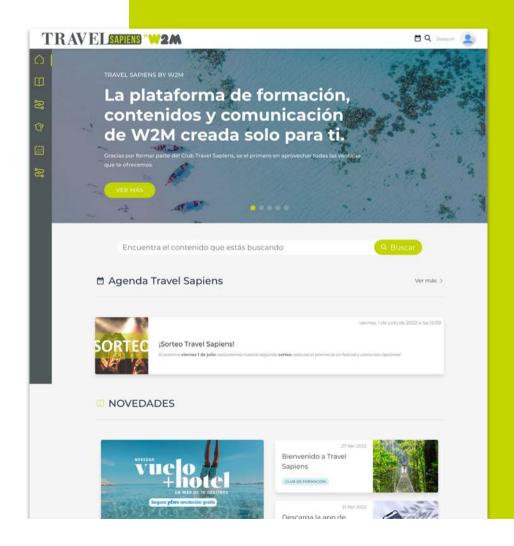
- Elimination of traditional paper + plastic travel documents
- Notifications of flight times, changes and gates
- Guide messages about important schedules.
- Messages from the **travel agency** or Icárion.
- No need for email or whatsapp accounts.
- Interactive itinerary.
- Flight tickets.
- Hotel and service vouchers.
- Insurance policy.
- Access to the **destination file**.
- Link to the tourist office website.
- Link to leisure guides at the destination (shows, special events, etc.),
- Real-time weather forecast at the destination.
- Location of hotels.
- 24-hour **assistance** phone number.

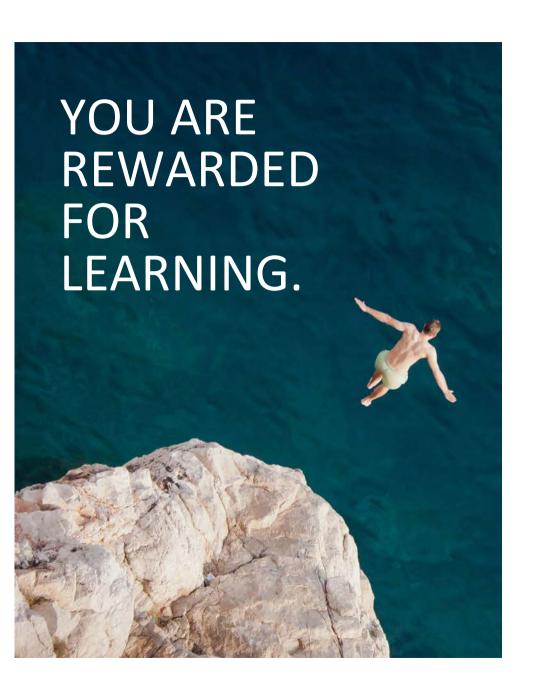




Is the platform with all Info, courses and content from World2meet for travel agents.

**CLICK HERE TO DISCOVER IT** 





# A PRIZE EACH MONTH AND A SUPER PRIZE EVERY 6 MONTHS!

Our courses and trainings have a little test at the end that will give you points for each correct answer, check your total points and your place in the ranking in your user profile.

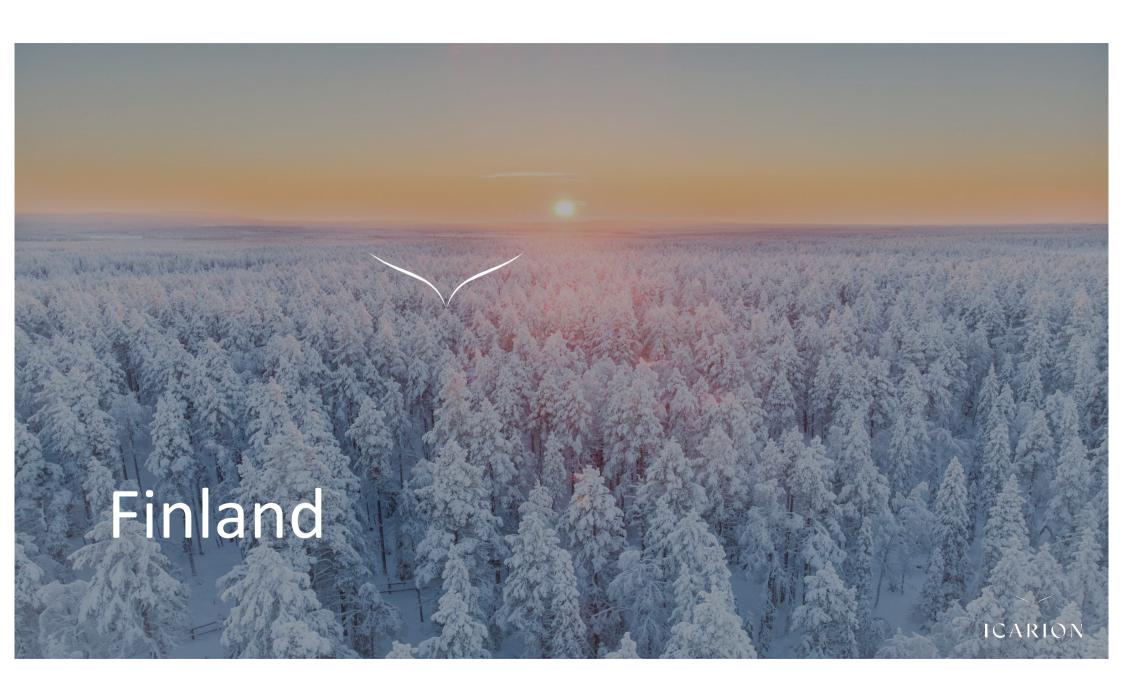
#### **MONTHLY PRIZES:**

- MAY: 2 first row tickets to the Rolling Stones concert in Madrid
- JUNE: 2 day tickets to Bbk Live or Mad Cool (winner's choice)
- JULY: Amazon gift card valued 150€
- AUGUST: annual subscription to HBO / Netflix
- SEPTEMBER: 2 annual suscriptions to Spotify premium
- OCTOBER: The Fork gift card valued 150€.

### **BIG PRIZE EVERY 6 MONTHS:**

• TRIP TO THE CARIBBEAN WITH ALL INCLUSIVE!





## Spanish market perception of Finland

- LAPLAND is one of the **Best destinations for Winter** (Top 3 among families probably!)
- LAPONIA is a well-known brand already. But associated "always" with Winter.
- Winter trips are done basically in **December** 
  - Long bank holidays 6 & 8th December
  - X-Mas / NY / Epiphany (until 6<sup>th</sup> January)
- Summer was well known long ago (F&D Cottage packages in Lakeland Area).
  - Disappearing from the market year by year.Airbnb?
- Clear idea that the **Northern Lights** can be seen in Finland, but it is not known when, how or where.
- Low demand for **Lapland in summer**. Low offer also due to prices.







# ICÁRION Finland product

- WINTER specialists
- December 2021
  - 8 direct charter flights to KAO & KTT
  - From BCN, MAD & VLC (100% sold out)
- Using both DMC & Final suppliers November
   2021: opened own DMC in Ruka (e-North Safaris)
- December 2022
  - 15 direct charter flights to KAO & KTT from BCN, MAD & BIO (so far 35% sold)
  - +300 FINNAIR seats to RVN, IVL and KAO (Igloos, only adults, special packages...)
- SUMMER/AUTUMN: Lakeland Area & Lapland





- Extend the winter volume operation beyond
   December: until April
  - We need to work harder in our market. We have the product. Main problem for FIT are private transfers from/to Airports to resorts that increase the package price.
- Re-position summer FIT product in the Lake District and Archipelago
  - We need product (independent cabins and cabins in complexes/hotels).
- Make it possible to sell summer in Lapland
  - Air fares to Lapland in Summer are too expensive.
     Need to also develop train product.
- Consolidate a broad summer family product
  - Ideas
- Define and consolidate a Northern Lights Lapland autumn product
  - I'm all ears





### **TOURISM TRENDS TO DEVELOP?**

- +IMMERSIVE EXPERIENCES
- GASTRONOMY
- WELLBEING & LIGHT SPORTS
- PREMIUM & HIGH END SEGMENT
- ACCESSIBLE WINTER TOURISM
- SLOW TRAVEL
- EVENTS
- SUSTAINABLE TOURISM
- REGENERATIVE TOURISM
- DIGITAL NOMADS

• ...



## A plea PLEASE



# Do not forget traditional tourism intermediation

- Remember what we have achieved together
- Remind we are making great efforts to adapt to the times
- Although it is difficult to avoid their siren songs the OTAs & the (misnamed) "sharing economy" platforms are not the (only) solution for your distribution







# Pleased 2MEET YOU



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- +25 years experience in Touroperation
- +20 years specialization in FINLAND & Nordics

Master in Sustainable Tourism & ITC

Academic researcher. Topics of published scientific articles in peer-reviewed journals: tourism intermediation, rural international tourism, tourism sustainability, platform economy (Airbnb, free tours, ...).



