

# Partners' Meeting Autumn 2024

04.09.2024. Riga, Latvia



**Central Baltic Programme** 

NAT-TOUR-EXPO



### **Content for today**

- 1. In Person activities
- 2. Updates on Baltic Nature tourism
- 3. SME & Product statistics
- 4. Client requests
- 5. Feedback from SMEs
- 6. Social media statistics
- Facebook
- Instagram
- Website
- 7. Planned activities

### In Person Activities and Meetings



### Visit at the Embassy

**5 SMEs** presented their products and connected with numerous UK travel companies.

#### **Participating SMEs:**

- Baltic Nature Travel
- SPALVA
- Movement Spontaneous
- Gatavo Dabā
- Baltic Travel Group



### Study trip to Finland (25 to 28th of April)

# **Study trip to Finland**

- A 4-day trip with Latvian and Estonian SMEs and project partners
- Visits to local Finnish SMEs to explore diverse nature tourism activities
- Participation:

#### **10 SMEs from Latvia**

**10 SMEs from Estonia** 



### FAM trip (10-13th June)

# **FAM Trip in Latvia**

7 tour operators invited

3-day package tour showcasing local attractions

#### Some of the feedback:

Yes, the trip met my expectations in full. The tour helped my understand why a person should visit Latvia, not just a city break to Riga, but to stay additional days and experience the countryside. The tour showed me how easy it is to travel around the country. It is a pleasant, easy accessible county, which I am happy to promote to my clients.





# Birdfair "Conserving Nature Worldwide"

~3 days

~15000 visitors

Estonian entrepreneurs/stand for ~15 years

Loodustaju for bird and nature watching trips in South-Estonia

NaTourEst with bird and mammal watching, bear and photography hides, self-guided apps and nature guides

Birding Haapsalu with exceptional bird and mammal watching trips

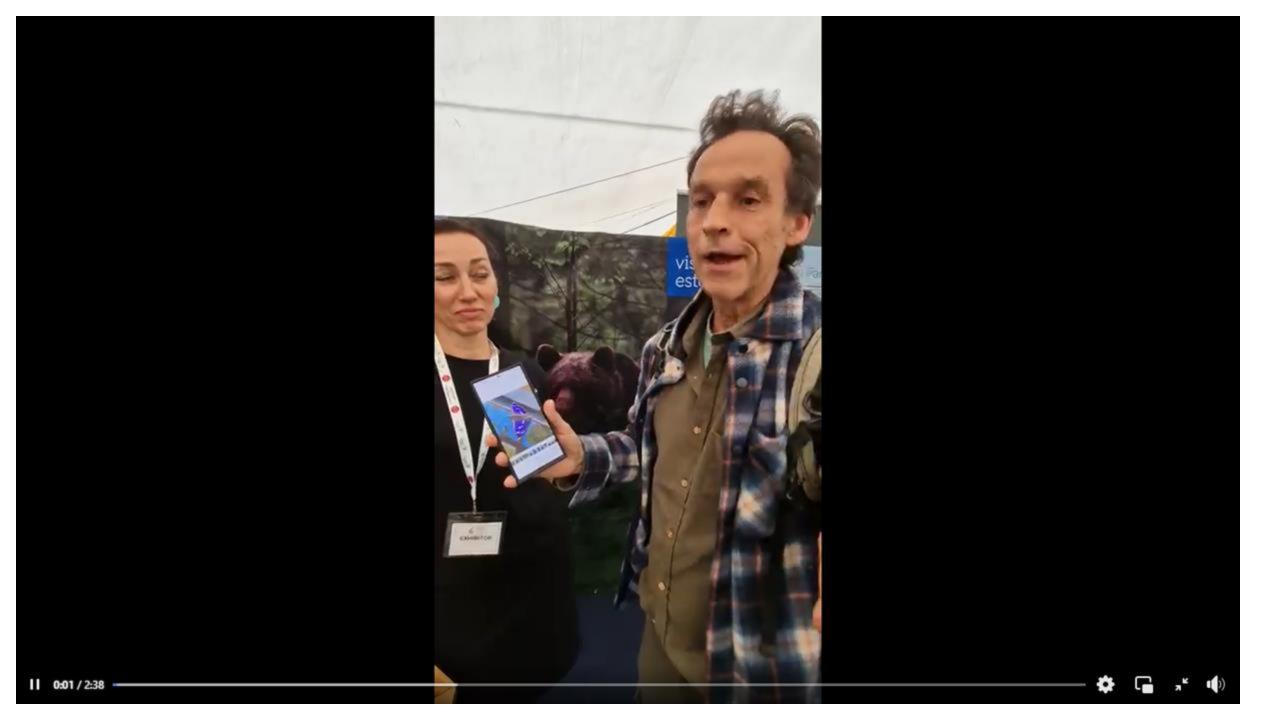
Wild Nature Estonia with photography hides, wildlife tours, trailer hide rental, animal watching

Metsarestoran with local Estonian nature food

Main questions:

- Is it possible to come by train?
- all about Steller Eider's
- What is the best time to visit for max possibilities in nature
- lynx
- many have visited, very satisfied





### **Reception and presentation**

- 12.07 Estonian reception with presentations and introduction of Estonian nature entrepreneurs. Estonian forest food catering.
  - ~15 participants
- 13.07 presentation in big hall
  - ~60 participants

Follow David to the Viking Optical demonstration area after his talk.

#### **10:00** Elin Priks WildEST five senses journey in Estonian Nature

Estonian nature program through nature parks, unique wildlife experience, pure forest food and sauna rituals with herbal plants. on the status and importa Natural History GCSE.

15:00 Zbig Karpowicz, Getting Wet for Wader Restoring habitat for min waterbirds across north

15:30 Guy Anderson, Operation Turtle Dove Hope for the sound of



#### Nordic Captain's Cruise (28 to 29th of Aug)

### TALLINK | SILJA LINE

elcar





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The project Exporting Baltic Nature Tourism to LK (Natour-Expo) aims at: averaging a joint Lanvian-Extra-soluct tarlaned for the UK sector tarlanet its weight a dedicated reast sector annualize, and to

The project Natour-Expo will result in:

Seets supported with training and market known a develop nature tourism products and services altered for the UK market, and to be presented or collabored nations tourism werb plat

The project is a joint cooperation of:

Baltic Country Holideys, Latvia | Latvian Nature Tourten Association, Latvia | Estonian Rural Tourten Organization, Estonian Nature Tourism



TOUR-EXPO

Is date with \$10,075,42 PU

the European Union the

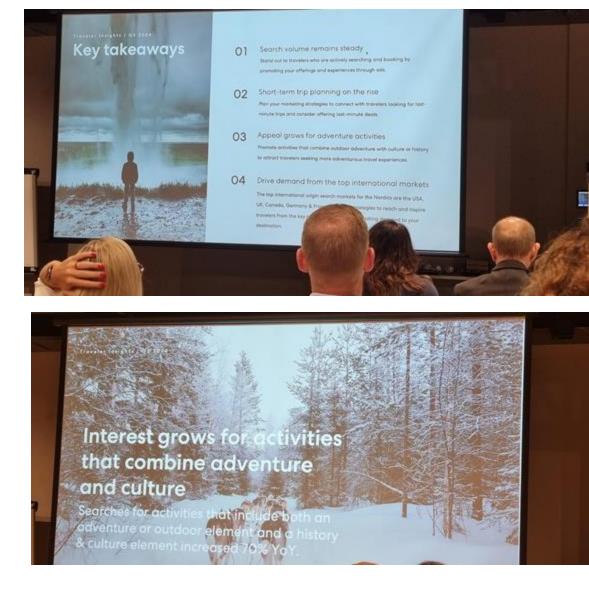
**Control Baltic Pros** 



- 99 participants
- B2B meetings
- market prognosis and updates

(USA, Asia, UK, Spain, Italy, China, India, Japan)

- Search and market trends based on Expedia
- Discussions on AI, travel sustainability, longhaul markets
- Baltics on rise
- Nature and culture interest on rise



# Updates on balticnaturetourism.com

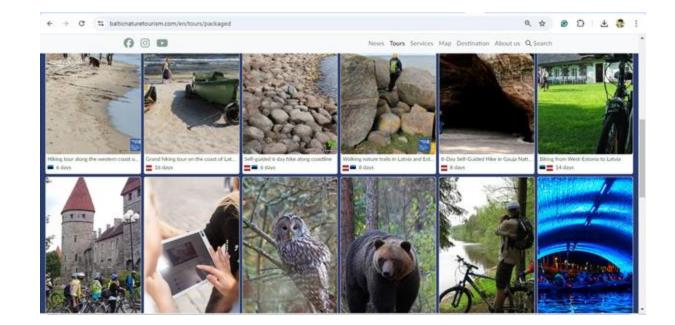
### New category

Package tours

Created for Latvian embassy event

Easier for travel trade and professionals

Inspiration for creating packages, combinations



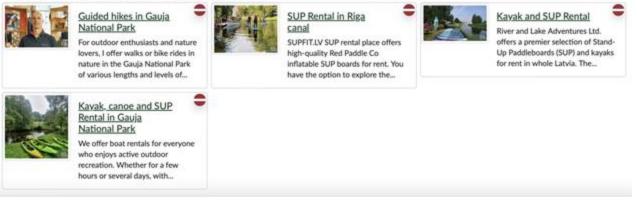
### **Services**

- Fixed services section
- More SMEs joining after summer due to busy summer season

 Image: Weight of the service of the

#### Baltic Nature Tourism - Services

Here you can find a range of services that will help you design your own nature adventure. The services include nature and activity guides, equipment rentals such as kayaks, boats, and SUP boards, bicycles, and more.



### Video filming Summer - done

Seal watching + sea
 kayaking
 Bogshoe hiking



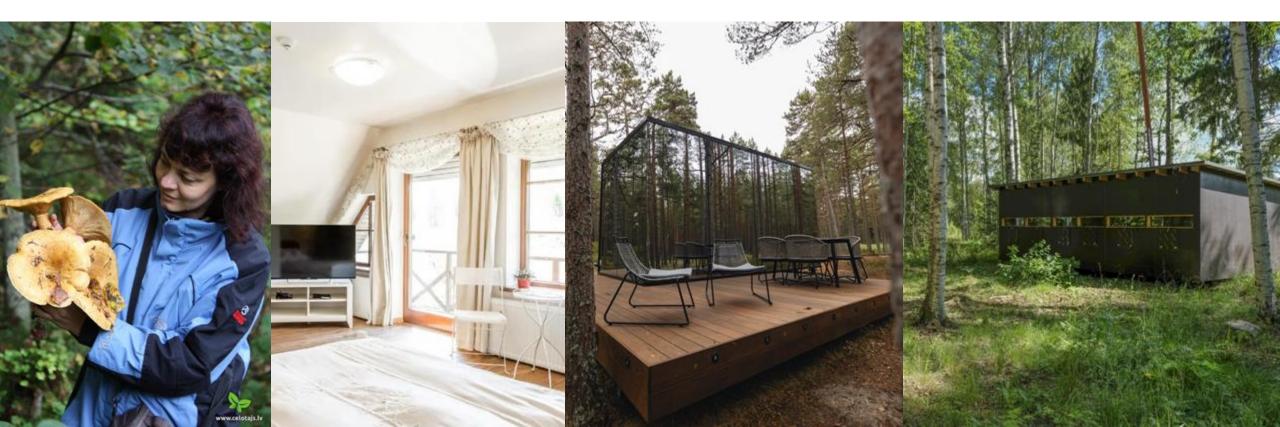
Seal watching and kayaking in the Baltics ... 70 views Bogshoes in the Baltics #balticoutdoors ...

45 views

### Video filming Autumn

- Accomodation and mushroom picking at Karlamuiza + accomodation at Ööd Hotels (18.07. + 04.09.) Ööd hotels have houses also in England and Latvia

- Bearwatching from a hide (05/06.09.)



### Product and service manual (EST)

- free to download



#### JUHEND LOODUSTURISMI TOODETE JA TEENUSTE ARENDAMISEKS JA PAKKUMISEKS

www.balticnaturetourism.com



Co-funded by the European Union

Central Baltic Programme

#### NAT-TOUR-EXPO

Tegnosi olakse elu pripiki "Esperting Balti: Nature Teurine to UK" (200100000) sames. Projekt tostali Europa Litt ja Europa Regionalarengo Fundi Interne Kesk-Calmenter programs 2021-2027.

### **Seasonal newsletters**



Explore over 150 nature tourism destinations across Latvia and Estonia with our detailed Baltic Nature Tourism Map. Perfect for planning your next vacation, this map highlights the best spots for experiencing the natural beauty of the Baltic States. Start your adventure today!



See detail information on Baltic Nature Tourism web site balticnaturetourism.com

#### Autumn 2024 in process

#### Effective Online Sales Platforms for Advertising

- Airbnb
- Dāvanu serviss
- Trip Advisor
- Google ads
- Facebook ads
- Instagram ads
- Kingitus.ee
- Google my business
- Latvia travel
- Visit Estonia

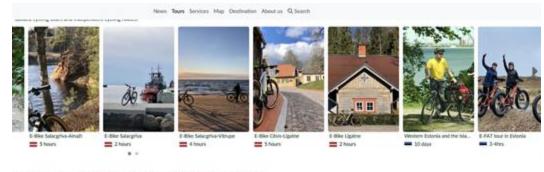
				F
3.	Trip advisor	Services. Businesses in the travel, hospitality, and leisure industries advertise their services like accommodatio ns, restaurants and cafes, attractions and activities.	<ul> <li>Free to add any listings.</li> <li>Commission-based price for bookings made through the platform. These fees are applied to the total booking value and are usually deducted from the payments made to the business.</li> <li>Hotels. 12-15% on the booking amount.</li> <li>Experiences. 20% on the total booking amount.</li> <li>Fixed fee for advertising and promotional services.</li> <li>Business Advantage: Starts around €185 to €555 per month, depending on the business size and location.</li> <li>Sponsored Placements: Range from approximately €0.45 to €1.85 per click.</li> <li>Promoted Listings: Starting around €0.90 to €2.75 per click.</li> </ul>	<ol> <li>Creating a listing.</li> <li>Sign Up or Log In: Create a TripAdvisor account or log in to an existing one.</li> <li>Claim Your Business: Instead of creating a new listing from scratch, businesses typically need to claim an existing listing if it's already on TripAdvisor. If the business doesn't have a listing yet, you might need to provide detailed information about your business. tripadvisor.com/Owners</li> <li>Provide Business Details: Enter comprehensive details about your business, including the name, address, contact information, and category.</li> <li>Verification Process: TripAdvisor will review the submitted information. They may contact you for additional verification or to ensure accuracy. For certain business types or higher visibility, there might be a more rigorous review process.</li> <li>Publish and Manage: Once the listing is approved, it will go live on TripAdvisor. You can then manage the listing, respond to reviews, and update information as needed.</li> </ol>
4.	Google Ads	Services and activities. Wide range of services, including local	Free to add any listings. Daily Budget. You set a daily budget for your campaigns.	<ol> <li>Creating a listing. <u>ads.google.com</u></li> <li>Set Up Account: Go to Google Ads, sign in with a Google account, and create a new account. Enter your business website and contact details to</li> </ol>

# **New SMEs & Products**

# **Statistics**

- 53 SMEs from Latvia (+7)
- 29 SMEs from Estonia
- 194 products in total online,
  91 in Estonia (+7), 103 in
  Latvian (+19)

\*only products and SMEs that are published online









🚍 2-12h

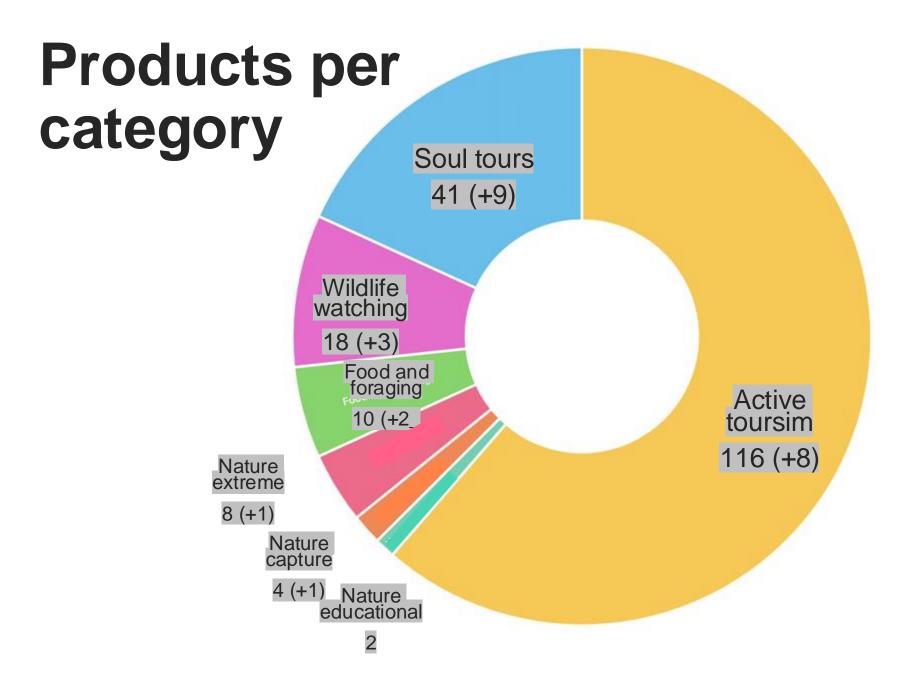
East than I day



a flours-2 days

your country skiling, snowshee biking, skating, kick-sleekling, dag-sleekling and ice-fishing tours

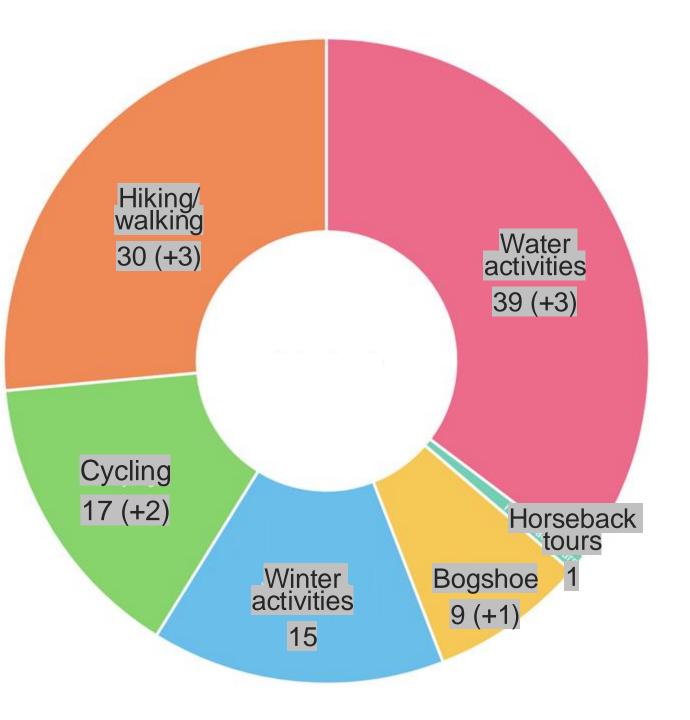




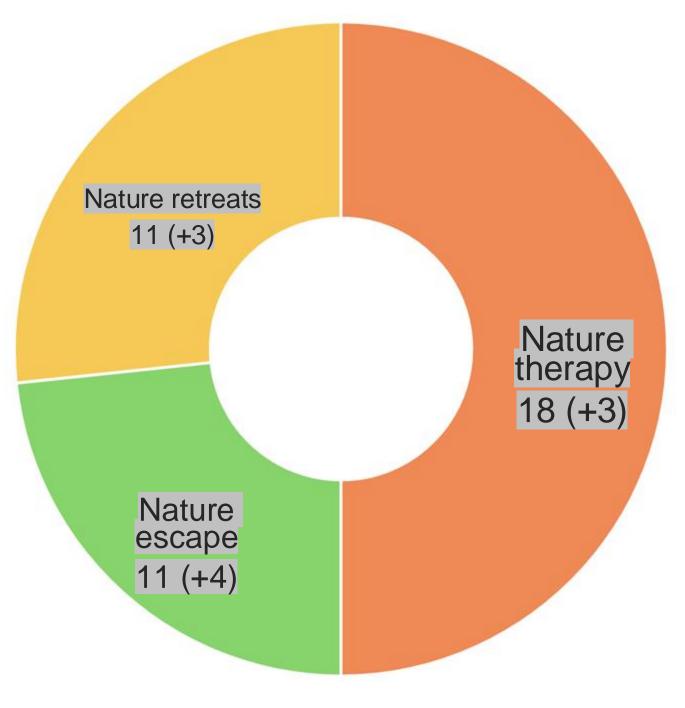
# **Active tourism**

#### Suggestion

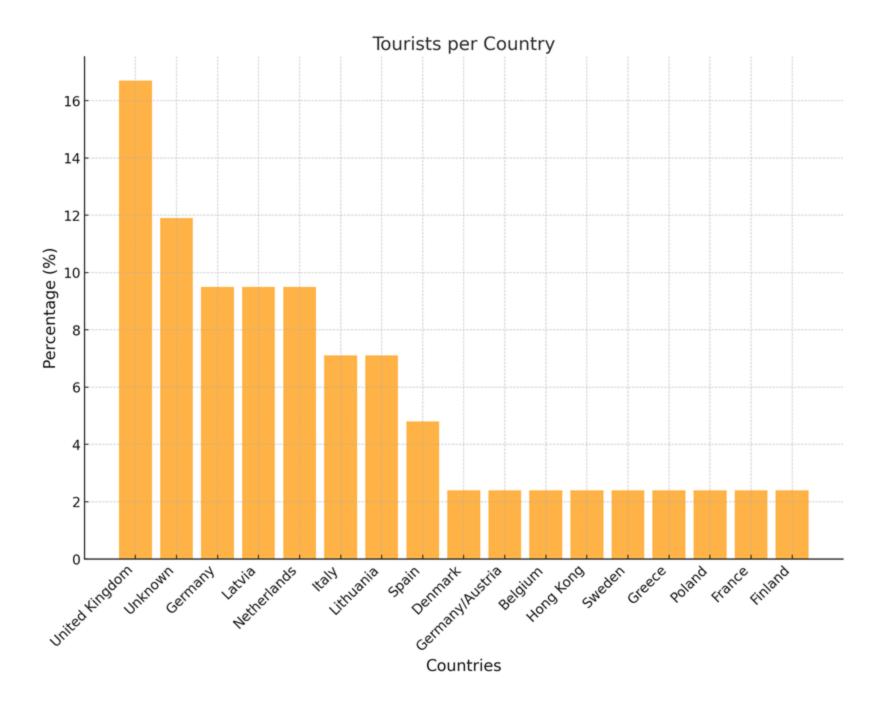
- Water has the most offers compared to other categories.
- A dedicated "Water" category will improve customer navigation and make it easier for customers to find these products.

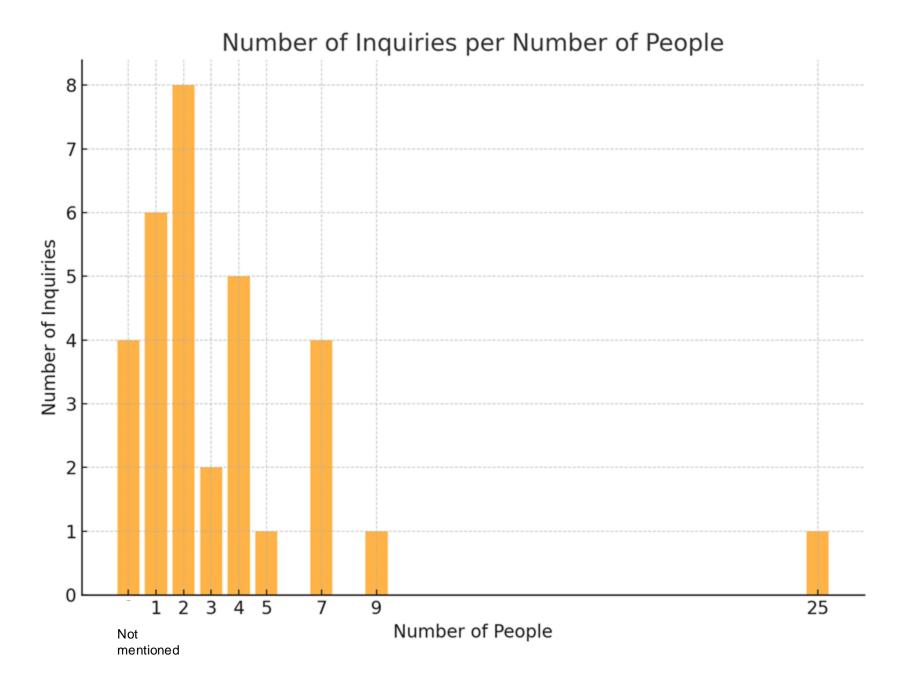


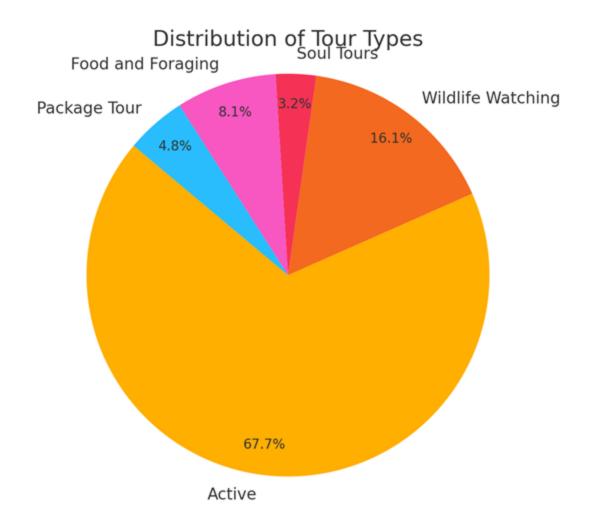
# **Soul tours**

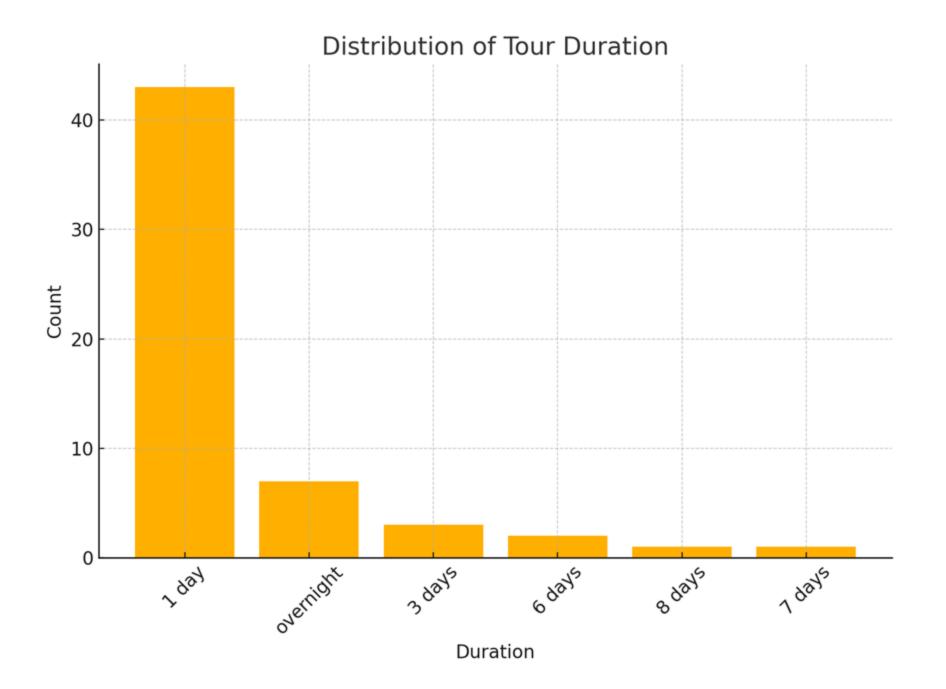


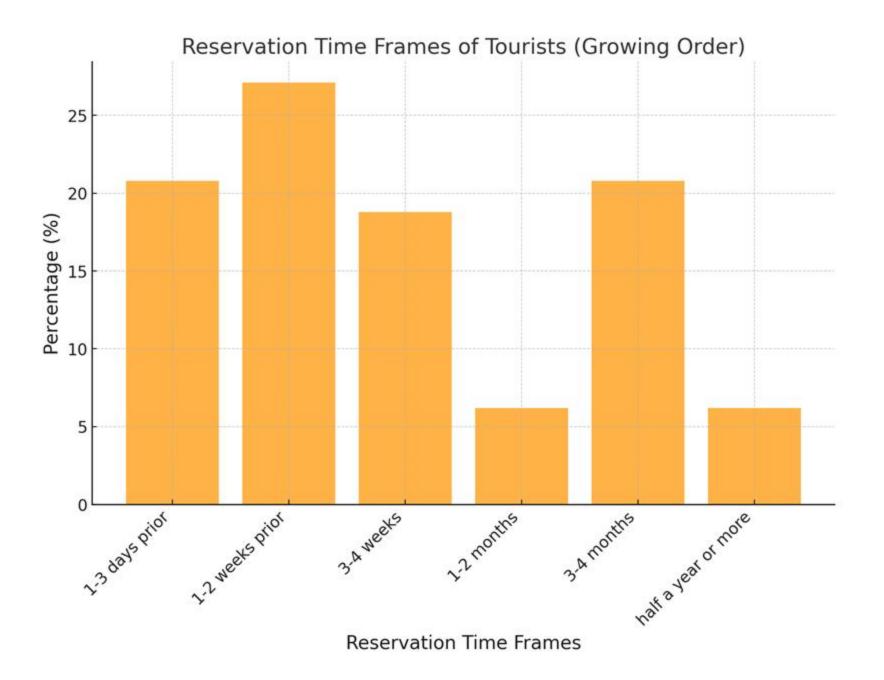
# What do we know from the email requests?











# Feedback from SME

#### Hi, Anna

. . .

I received it, but it's quite unrealistic among other tasks. You could try asking X again by email, but the time for consideration is too short.

Is there a way to set a restriction in the application system that requires applying 1 week in advance? That would make it a bit more manageable, although I have to say that from now until mid-October, there are practically no free days...

P.S. I checked with X, and they also can't. Best,



# Feedback from SME

#### Hi Anna,

We have observed that last-minute bookings are becoming increasingly common. However, these bookings are also the most likely to be cancelled at the very last moment. When a customer peaks in the window 2 minutes before closing time



# Feedback from SME

### Hi,

We received a request from a group of Dutch ladies who want to go paddle boarding in Riga tomorrow. Unfortunately, I have a large group scheduled for the same day, so I can only refer them to another rental place. I will call the other company to check if they have availability.

Who should be responsible to reschedule or refer to another company?



# Feedback from SME

We have noticed that some inquiries are being sent multiple times (such as the original, through a forwarder, and a reminder from you).

We usually receive and respond to the initial inquiry, so multiple emails can be a bit overwhelming and may cause some confusion. We appreciate your understanding in this matter.



# Feedback from SME

Latvian and Estonian SMEs have indicated that they have made a close collaboration between countries. The collaboration have been in forest restaurant packages and bicycle tours.

These SMEs were in touch with ERTO/ENTA.

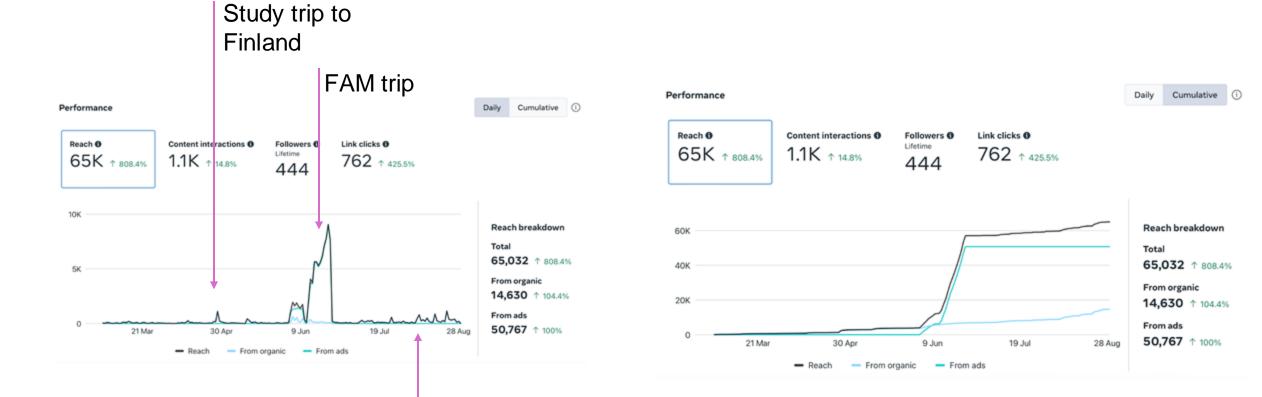


### **Social media statistics**

(March – August)

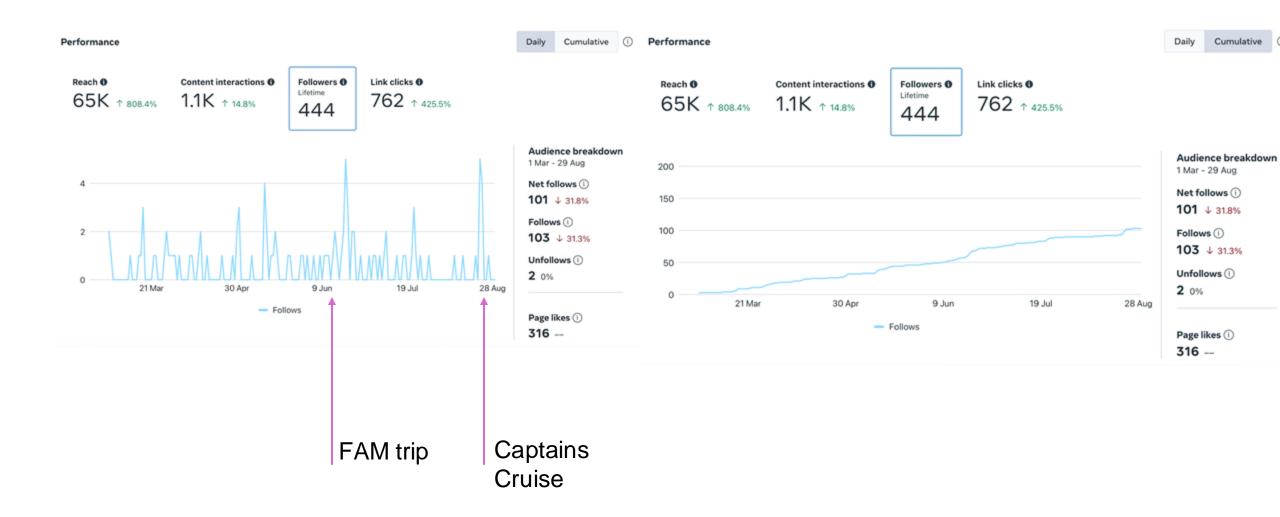


# **Daily & Cumulative Reach**



Started posting galleries

# **Daily & Cumulative Followers**







### PAID ADS ON FB

### WITH THE AIM OF REACHING MORE WEBSITE VISITORS

On June 2024 2 facebook ads were active.

### 04.06.2024 - 11.06.2024 Reel: **Hiking with a Taste With a Taste**

- 4169 video plays;
- 1170 post engagements;
- 344 link cliks;
- 6219 reached people.



United Kingdom: London (+80 km) England

England

6215

Wales



### PAID ADS ON FB

### WITH THE AIM OF REACHING MORE WEBSITE VISITORS

### 13.06.2024 – 25.06.2024 Video: **Baltic nature across all four season**s

- 278 link cliks;
- 8247 post engagements
- 45950 reached people.



United Kingdom





### **2 ACTIVE PAID ADS ON FB**

### WITH THE AIM OF REACHING MORE WEBSITE VISITORS

### 29.08.-**12.09**.2024

- Reel: Bogshoe hiking in Latvia
- 81 link cliks to website;
- 554 reel plays
- 5334 reached people.



United Kingdom

England	2046
Scotland 256	
Northern Ireland	
112	
Wales 101	



### **2 ACTIVE PAID ADS ON FB**

### WITH THE AIM OF REACHING MORE WEBSITE VISITORS

### 29.08.-04.09.2024

Reel: SUP session while watching the sunrise!

- 432 link cliks to website;
- 2141 reel plays
- 1275 post engagements
- 5334 reached people.



### United Kingdom



Campaign name 🔹	Delivery -	Reach	Impressions 💌
Post: "Hiking with a Taste in Latvia!"	<ul> <li>Completed</li> <li>Campaign</li> </ul>	6,219	10,758
[06/13/2024] Promoting https://balticnaturetourism.com/en	<ul> <li>Completed Campaign</li> </ul>	45,950	74,507
Post: "There's nothing like starting the day with a SUP"	<ul> <li>Active</li> <li>Campaign</li> </ul>	5,017	6,877
[08/29/2024] Promoting https://balticnaturetourism.com/en	<ul> <li>Active</li> <li>Campaign</li> </ul>	2,285	2,812
Total results 4/4 rows displayed		59,084 Accounts Centre accounts	<b>94,954</b> Total

### POSTS ON FB INTEREST GROUPS

Group	Date	Post type	Theme	link to the post
Hiking, Adventure, Trekking, Mountain & lakes	02.09.2024	Photos	Baltic Coastal Hiking	https://www.facebook. com/groups/337438856 848588/permalink/1553 212311937897/
Feel The Baltics   Travel Forum   Estonia - Latvia - Lithuania	29.08.2024	Photos	Baltic Coastal Hiking	https://www.facebook. com/groups/visitbaltics /permalink/1727230301 149711/
Baltic Travel in Lithuania, Latvia, Estonia	29.08.2024	Photos	Active tourism - tours	https://www.facebook. com/groups/baltictravel group/permalink/11766 84190283274/
Baltic Travel in Lithuania, Latvia, Estonia	02.09.2024	Reel	Bogshoe Hiking	https://www.facebook. com/reel/10357262179 94039
Feel The Baltics   Travel Forum   Estonia - Latvia - Lithuania	02.09.2024	Reel	Bogshoe Hiking	https://www.facebook. com/reel/36324866736 70813
Hiking and Travel	02.09.2024	Reel	Bogshoe Hiking	https://www.facebook. com/groups/hikingandt ravel/permalink/276389 5957118293/



#### Group by Autra Paukite

#### Baltic Travel in Lithuania, Latvia, Estonia

@ Public group - 33.3K members

#### 

About Discussion Featured People Events Media Files

Baltic Nature Tourism

#### Explore Active tourism in Latvia me and Estonial The 1 State Interps//balticnaturetourism.com/../active.tourism

The Baltic States are known for their diverse landscapes, including forests, lakes, rivers, bogs and coastlines, which offer a wide range of outdoor activities such as hiking, biking, kayaking, including winter activities.



....

The locals and tourists share the experience and tips on how to travel in the Baltic region.

All Joined \*

Lithuania, Latvia, and Estonia easy and interesti... See more

#### O Public

Anyone can see who's in the group and what they post.

 Visible Anyone can find this group.

Riga, Latvia - Tallinn, Estonia - Vilnius, Lithuania

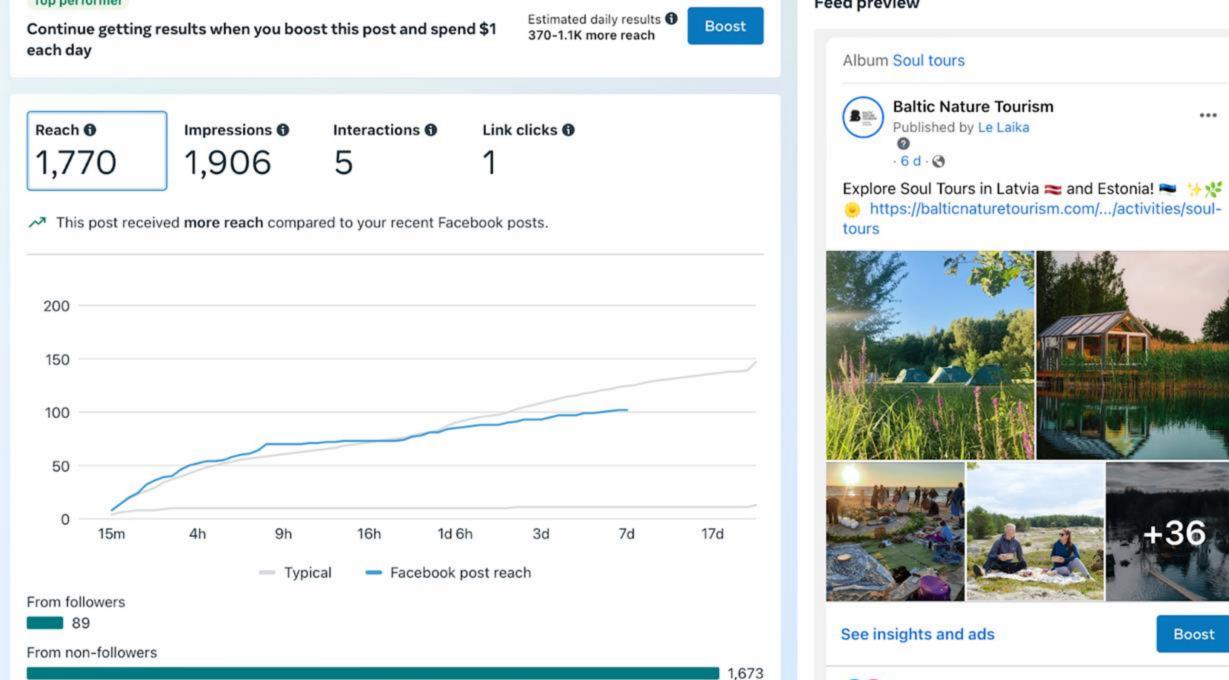
#### Recent media





See all

**Top 3 posts** 



🗘 💙 Pazust Priedēs and 4 others

#### lop performer

Reach 0

Continue getting results when you boost this post and spend \$1 each day

Impressions 0

Estimated daily results 6 254-735 more reach

Link clicks ()

Boost

1,604

Feed preview

#### Album Wildlife Watching

3 11k. 0 · 8 August at 16:35 · 🚱

Estonia! 🗮 🏏 😸 💕

**Baltic Nature Tourism** Published by Le Laika

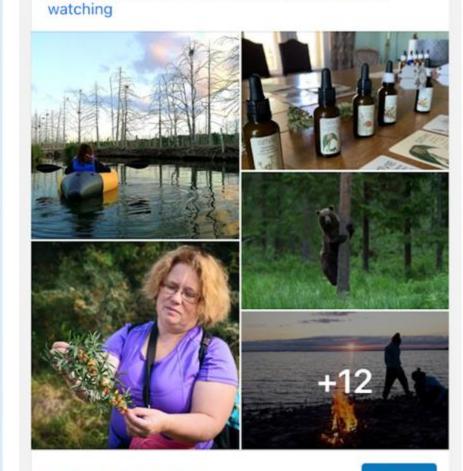
Explore Wildlife Watching Tours in Latvia 🕿 and

https://balticnaturetourism.com/.../act.../wildlife-

...

1,707 1,788 4 This post received more reach compared to your recent Facebook posts. 400 300 200 100 0 4h 9h 16h 1d 6h 3d 7d 17d 15m Typical Facebook post reach From followers 99 From non-followers

Interactions 0



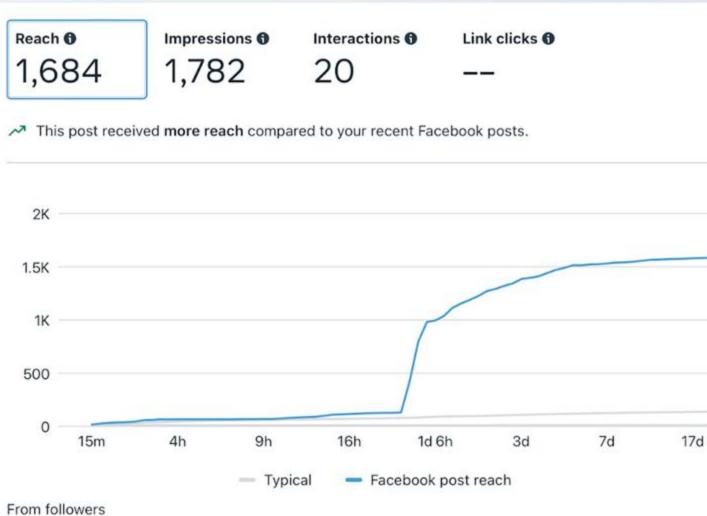
#### . . . . .

#### top performer

Continue getting results when you boost this post and spend \$1 each day

Estimated daily results 6 254-735 more reach

Boost





From non-followers

1,516

#### Feed preview

മ · 27 April · 🕄

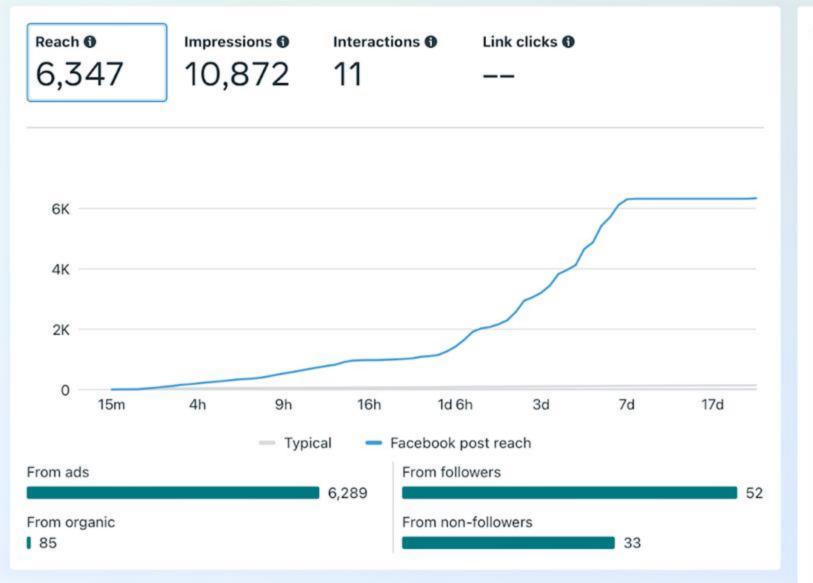
**Baltic Nature Tourism** Published by Anna Salnikova

Visit at the farm Koivuniemen Herra was truly inspiring and full of surprises starting with a warm welcome from owners and a sheep Matti. Feeding the pigs, sheeps, seeing cows and horses and turtles and no less importantly seeing how the hostel and hotel accommodations and 4 different saunas are operated within the farm was very valuable for the Latvian and Estonian SMEs and project partners 🔛 🕵 🐆 And in the evening despite the rainy weather we enjoyed the boating in Syylöönstr... See more



...

# **Top 3 reels**



#### **Feed preview**

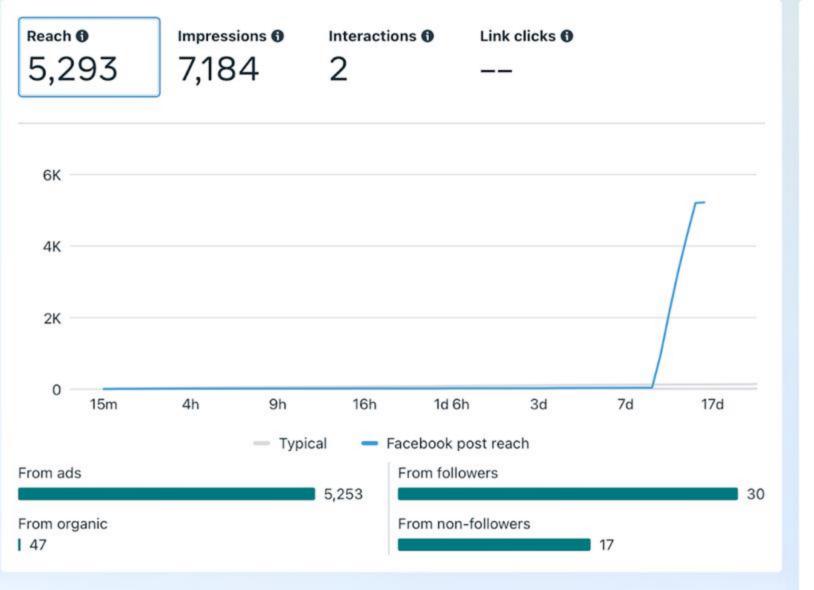
Baltic Nature Tourism Published by Anna Palelione

#### Hiking with a Taste in Latvia!

Join for a 6-hour culinary adventure in nature! We'll start the day with a delicious breakfast and coffee an hour away from Riga. After hiking for 2-3 hours, taking in the stunning scenery and enjoying a picnic if we feel like it, we'll find a spot in nature to cook up 5-6 different dishes and a mouth-watering dessert. With the guidance of our skilled chef, we'll use the natural surroundings to create a unique culinary experience. This adventur... **See more** 



...



#### **Feed preview**



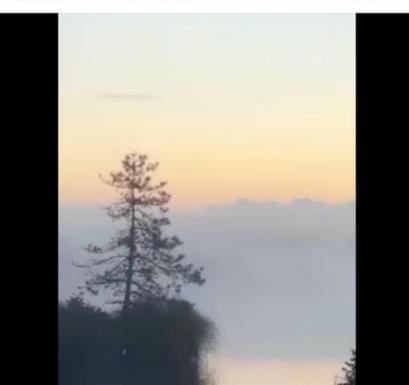
Baltic Nature Tourism Published by Le Laika

· 19 August at 09:01 · 🚱

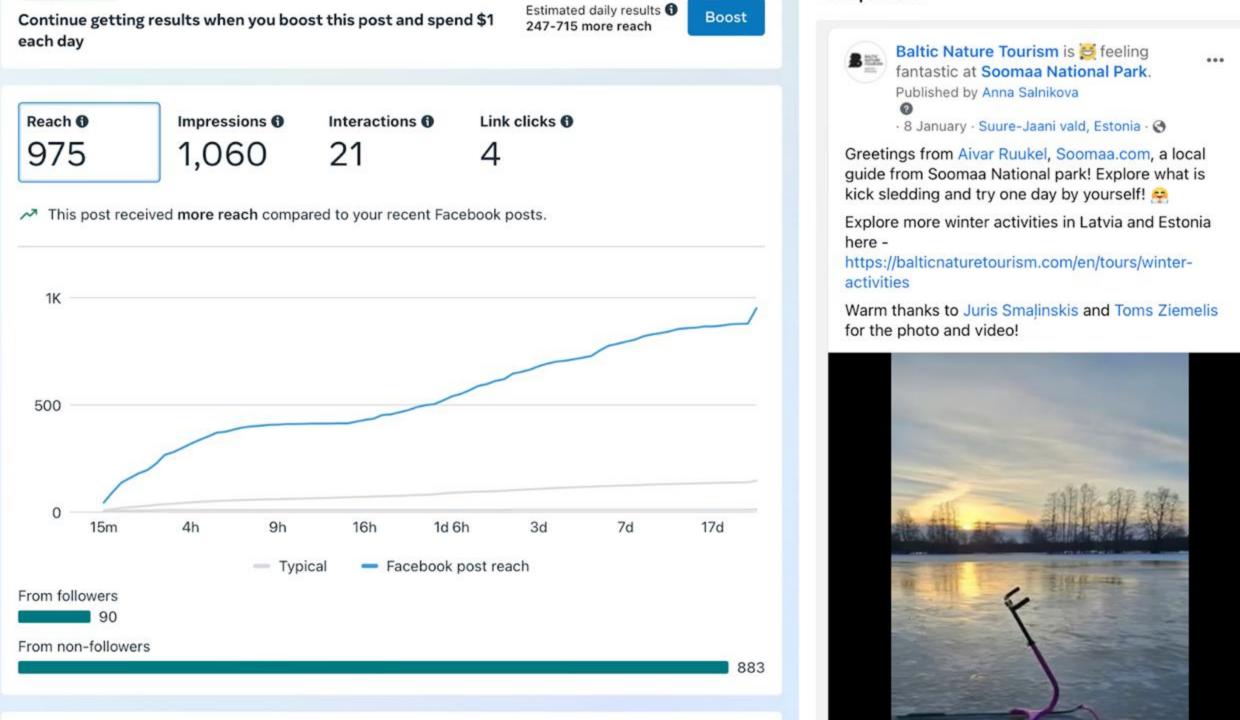
There's nothing like starting the day with a SUP session while watching the sunrise! Gliding over the calm water, surrounded by the golden glow of morning, it's the perfect way to find peace and soak in nature's beauty.

Video material: @supfil.lv @dacite2009

#suping #morningvibes #naturelovers
#paddleboarding #balticnaturetourism #centralbaltic

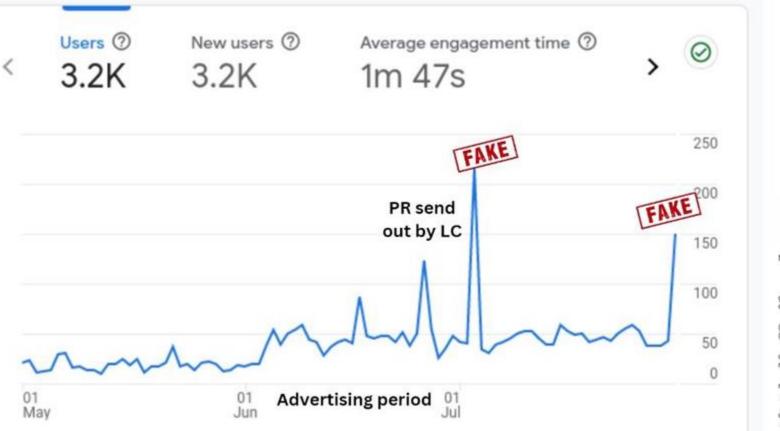


...

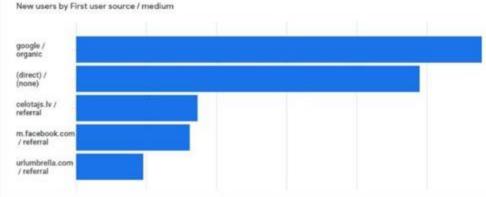


### Website

### PAID ADS RESULTS ON WEBPAGE HTTPS://BALTICNATURETOURISM.COM 01.05.-31.07.2024

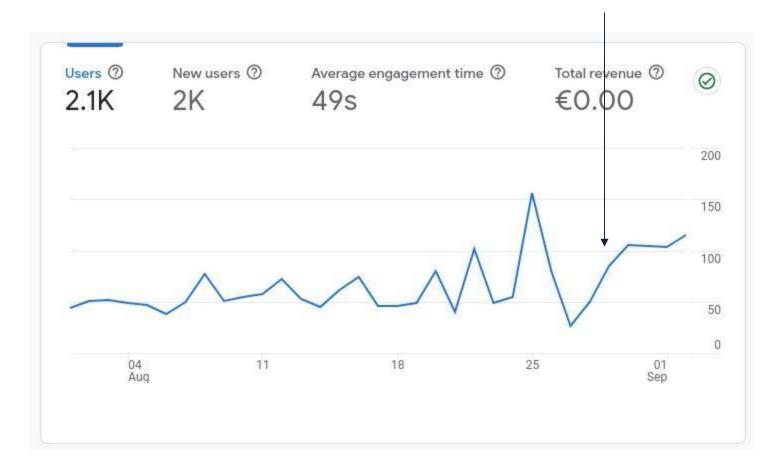






### August, 2024

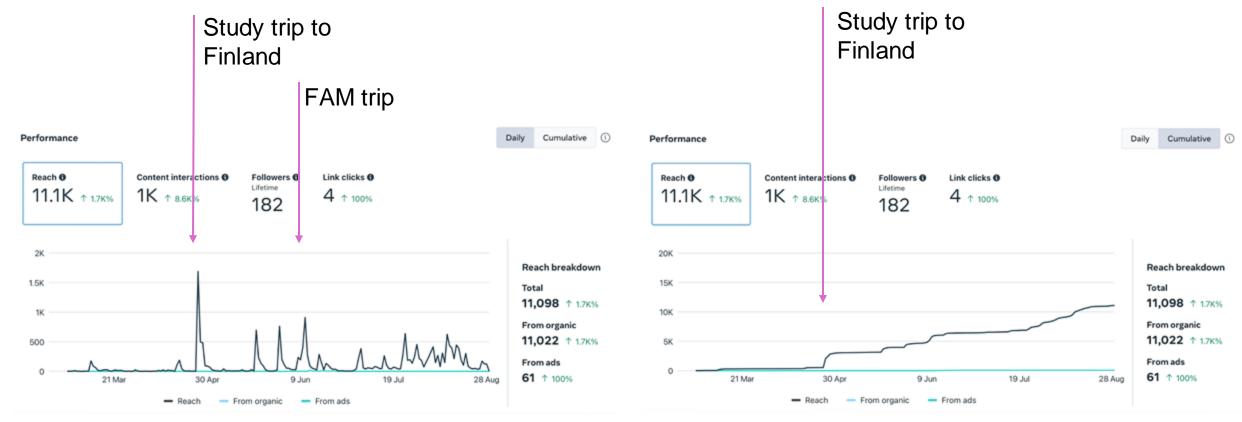
### Paid adverts start



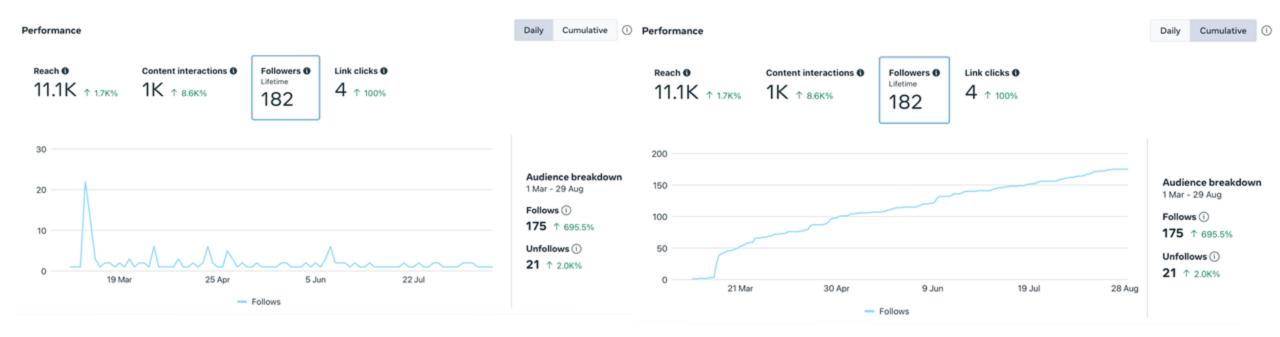
Totals	3,854	
/en	1,409	
/en/tour/boards-you-sup-kayak-rent	165	2nd of June - 2nd of Sep
/en/tours/bogshoe-hiking	83	
/en/tour/sigulda-adventures-cable-car-gauja-valley	77	
/en/map-e	69	——— Paid ads
/en/tours/activities/active-tourism	67	
/en/news	63	Posts in interest
/en/tour/prangli-reisid-seal-watching-tour	58	groups
/en/tour/sigulda-adventures-boat-tour	58	9.00.p0
/en/map	50	
/en/aboutus	46	Inquiries received
/en/tours/activities/wildlife-watching	41	
/en/tour/boards-you-sup-adventure-riga-canal	40	
/en/tour/ozolaivas-kayaking-sunrise-kemeri-national-park	37	
/en/destination	35	
/en/tour/baltic-nature-travel-self-guided-hike	35	
/en/tours/activities/food-and-foraging	29	
/en/tour/taevaskoja-meejaam-mushroom-foraging-berries-southern-estonia	28	
/en/tour/baltic-nature-travel-hiking-gauja-national-park	27	
/en/tour/sea-kayaking-open-canoeing-soomaa-national-park	26	
/en/tour/karlamuiza-country-hotel-canoeing-in-	25	
/en/tour/baltic-nature-travel-walking-nature-trails-latvia-estonia-2	24	
/en/tour/easy-ride-ebike-cesis-ligatne	24	
/en/tour/mooska-sauna-session-traditional-smoke-sauna	22	
/en/tour/indietours-pirita-sunset-kayak-tour	20	
	/en         /en/tour/boards-you-sup-kayak-rent         /en/tour/bogshoe-hiking         /en/tour/sigulda-adventures-cable-car-gauja-valley         /en/tour/sigulda-adventures-cable-car-gauja-valley         /en/tours/activities/active-tourism         /en/tours/activities/active-tourism         /en/tours/activities/active-tourism         /en/tours/activities/active-tourism         /en/tour/sigulda-adventures-boat-tour         /en/tour/sigulda-adventures-boat-tour         /en/tours/activities/wildlife-watching         /en/tours/activities/wildlife-watching         /en/tour/boards-you-sup-adventure-riga-canal         /en/tour/ozolaivas-kayaking-sunrise-kemeri-national-park         /en/tour/baltic-nature-travel-self-guided-hike         /en/tour/baltic-nature-travel-self-guided-hike         /en/tour/baltic-nature-travel-self-guided-hike         /en/tour/baltic-nature-travel-hiking-gauja-national-park         /en/tour/baltic-nature-travel-hiking-gauja-national-park         /en/tour/baltic-nature-travel-walking-nature-trails-latvia-estonia-2         /en/tour/karlamuiza-country-hotel-canoeing-in-         /en/tour/karlamuiza-country-hotel-canoeing-in-         /en/tour/karlamuiza-country-hotel-canoeing-in-         /en/tour/karlamuiza-country-hotel-canoeing-in-         /en/tour/karlamuiza-country-hotel-canoeing-in-         /en/tou	/en       1,409         /en/tour/boards-you-sup-kayak-rent       165         /en/tour/boards-you-sup-kayak-rent       165         /en/tour/sigulda-adventures-cable-car-gauja-valley       77         /en/mape       69         /en/tour/sactivities/active-tourism       67         /en/nour/prangli-reisid-seal-watching-tour       63         /en/tour/sigulda-adventures-boat-tour       58         /en/tour/sigulda-adventures-boat-tour       58         /en/tour/sigulda-adventures-boat-tour       64         /en/tour/sigulda-adventure-riga-canal       40         /en/tour/sactivities/wildlife-watching       41         /en/tour/solarias-you-sup-adventure-riga-canal       40         /en/tour/solarias-kayaking-sunrise-kemeri-national-park       35         /en/tour/batic-nature-travel-self-guided-hike       35         /en/tour/batic-nature-travel-self-guided-hike       35         /en/tour/sea-kayaking-sunrise-kemeri-national-park       26         /en/tour/sea-kayaking-gauja-national-park       26         /en/tour/sea-kayaking-gauja-national-park       26         /en/tour/sea-kayaking-poen-canoeing-in-       25         /en/tour/karlamuiza-country-hotel-canoeing-in-       24         /en/tour/batic-nature-travel-waking-nature-trails-latvia-estonia-2       24

# Instagram

# **Daily & Cumulative Reach**



# **Daily & Cumulative Followers**

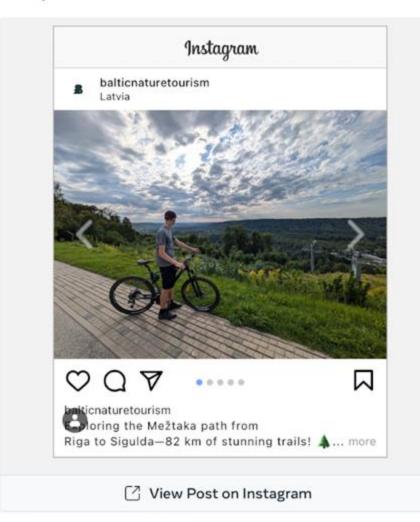


**Top 3 posts** 

# Reach ()Impressions ()Interactions ()52560531

This post received more reach compared to your recent Instagram posts.

#### **Feed preview**



#### Top performer

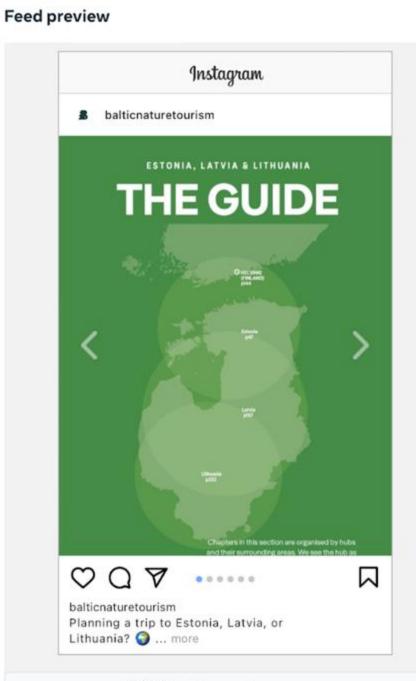
Continue getting results when you boost this post and spend \$2 each day

Estimated daily results 401-1.2K more reach

Boost

# Reach ()Impressions ()Interactions ()46061915

This post received more reach compared to your recent Instagram posts.



Reach ()	Impressions ()	Interactions ()
396	451	27

This post received more reach compared to your recent Instagram posts.



**Feed preview** 

🖸 View Post on Instagram

# **Top 3 reels**

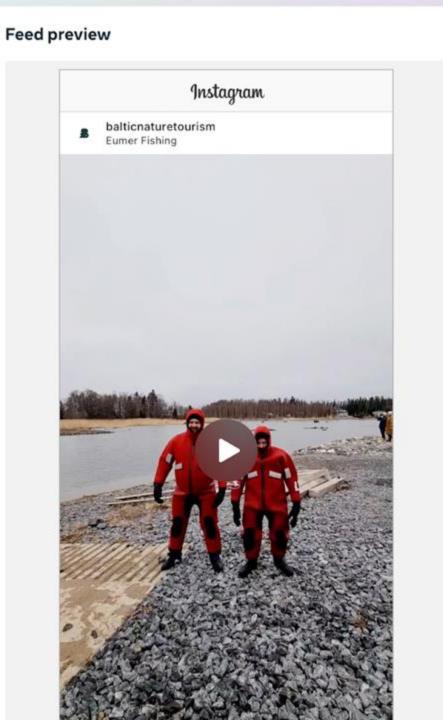
Reach **0** 2,967 Interactions ()

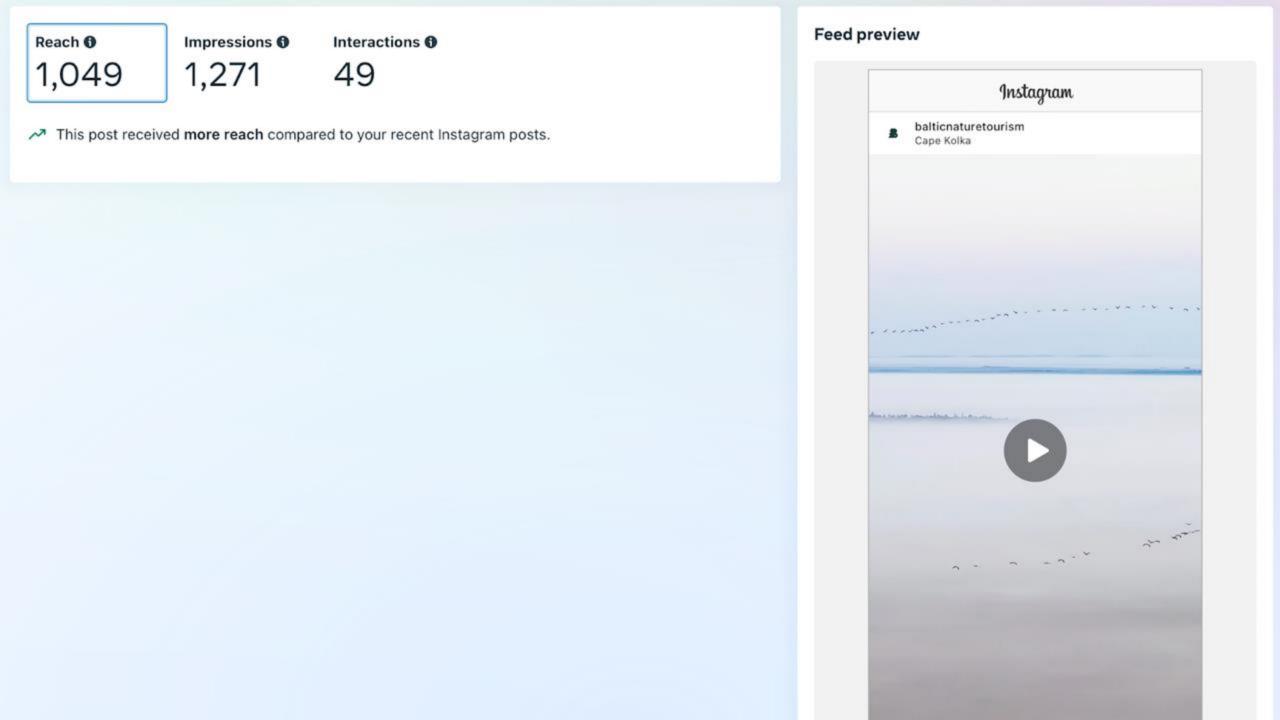
180

This post received more reach compared to your recent Instagram posts.

Impressions ()

3,447





#### Top performer

Continue getting results when you boost this post and spend \$2 each day

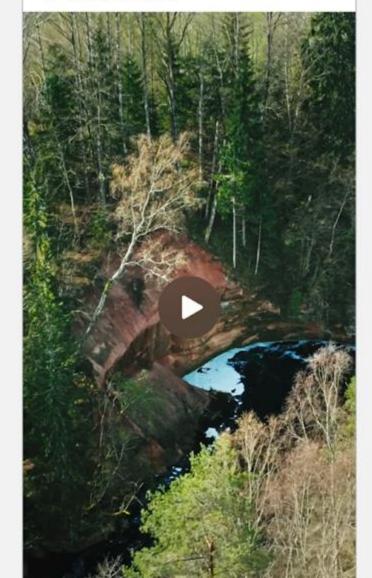
Estimated daily results 401-1.2K more reach

Boost

**Feed preview** 

Instagram

B balticnaturetourism



Reach ()Impressions ()Interactions ()9431,03529

This post received more reach compared to your recent Instagram posts.

# Planned activities in 2024

- Travel Bulletin Activity and Adventure Showcase, Manchester, 17th Sep 2024
- Adventure Europe, Online, 25th Sep 2024
- WTM London, Latvia and Estonia stands, 5-7th Nov 2024
- Arrival Activate, Edinburgh, 23-25th Nov 2024
- Fam trip to Estonia in November for Christmas (to be confirmed)
- Estonian Embassy event with VisitEstonia (to be confirmed)
- cooperation with university of life sciences-nature conference and studies
- 19.11 ELTÜ nature tourism seminar
- Content article in National Geographic
- Adding SMEs and services on airtable/website

# Baltic's nature coverage in media

- Baltic coast <u>Express.co.uk</u>
- Lonely planet <u>TOP 15 for Estonia</u>
- The Guardian Estonian northern coast
- The guardian about cycling
- Forbes <u>The most walkable cities</u>
- Outdoor swimwear <u>Glorious swims in cola-color bogs</u>
- Wanderlust <u>Travel Green</u>
- BBC Estonian naked wellness tradition

### **Thank you!** Elin Priks, Anna Palelione, Anna Salnikova