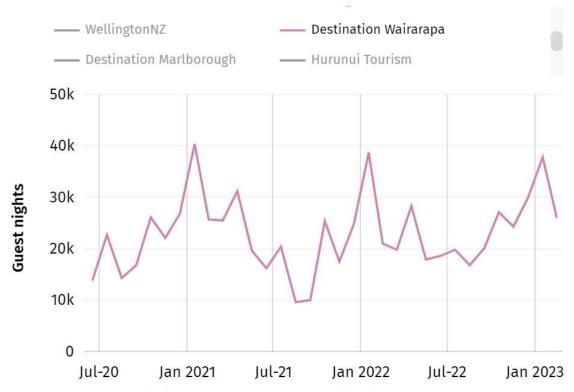
Destination Wairarapa Q3 General Manager's and Marketing Report 2023 January 2023 – March 2023

2022/2023 Deliverables

Visitors

The below graph shows the Accommodation Data Programme (ADP) data for Wairarapa until February 2023.

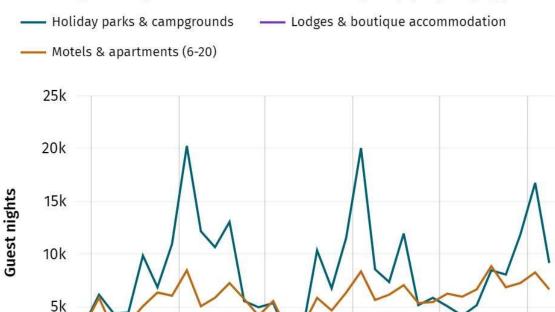
Total guest nights by RTO



Source: MBIE - Accomodation Data Programme. Last updated on 2023-04-06 11:00:00. From https://teic.mbie.govt.nz/teiccategories/datareleases/adp/

February 2022: 21.1k vs February 2023: 26.1K

Total guest nights in Destination Wairarapa by property type



Source: MBIE - Accomodation Data Programme. Last updated on 2023-04-06 11:00:00. From https://teic.mbie.govt.nz/teiccategories/datareleases/adp/

Jul-21

Jan 2022

Jul-22

Jan 2023

Jan 2021

0

Jul-20

When the data is broken down by accommodation type, you can see guest nights for Motels & Apartments and Lodges & Boutique Accommodation is trending upwards - compared to the same period last year. However, Holiday Parks & Campgrounds have had a less than favourable high season – most likely due to a weather pattern experienced over the summer that was not conjunctive to camping.

Measures for all accommodation types in Wairarapa RTO, Feb-2023

Month	Measure	Wairarapa RTO	New Zealand	Wairarapa RTO (Same Month Last Year)	New Zealand (Same Month Last Year)
Feb-23	Number of establishments	33	2816	31	2843
	Number of active establishments	31	2642	29	2529
	Number of stay units	1000	122900	1000	123900
	Average stay units per establishment	31.2	43.7	31	43.6
	Monthly stay unit capacity	28800	3442100	26900	3468800
	Available monthly stay unit capacity	23800	3017900	23600	2749700
	Percentage of stay unit capacity available	0.83	0.88	0.88	0.79
	Stay unit nights occupied	13200	1979100	10500	965700
	Capacity utilisation rate	0.46	0.57	0.39	0.28
	Occupancy rate	0.56	0.66	0.44	0.35
	Total guest nights	26100	3534900	21100	1796800
	Domestic guest nights	21800	2257900	20900	1737600
	International guest nights	4400	1277100	200	59200
	Guest arrivals	13900	1744400	11200	818600
	Average guests per stay unit night	2	1.8	2	1.9
	Average nights stayed per guest	1.9	2	1.9	2.2

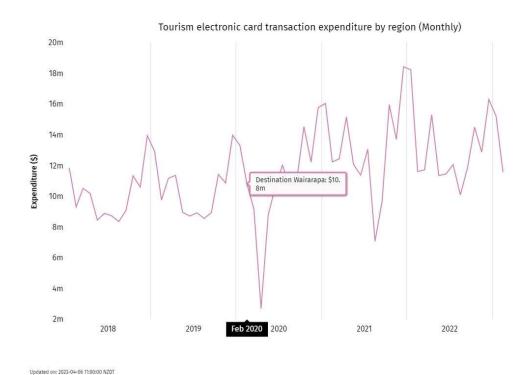
Holiday Parks & Campgrounds make up 26% of Wairarapa's number of active establishments, so when they have a bad season, this is acutely felt in our regional statistics. As an example, Wairarapa's occupancy rate for February was 56%, but if you ask any accommodation provider in the region (except for Holiday Parks & Campgrounds) what they thought their average occupancy was for February, it would be much higher.

Spend

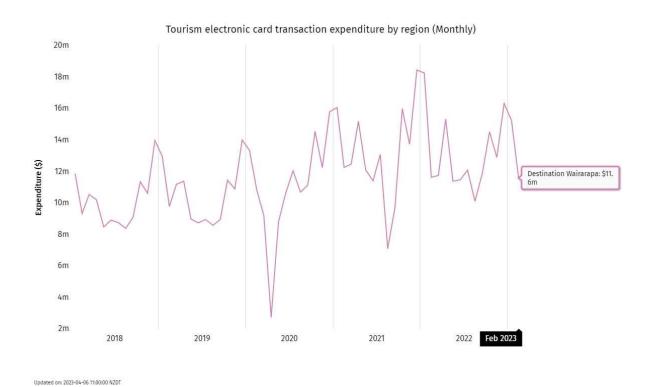
The MRTE series of data has been disrupted by COVID-19, as the methodology for weighting the measured electronic card transaction spend up to the whole of industry spend became unusable.

When using TECT data, it is recommended we look at trends and comparison figures instead of dollar amounts

TECT expenditure Wairarapa (monthly)

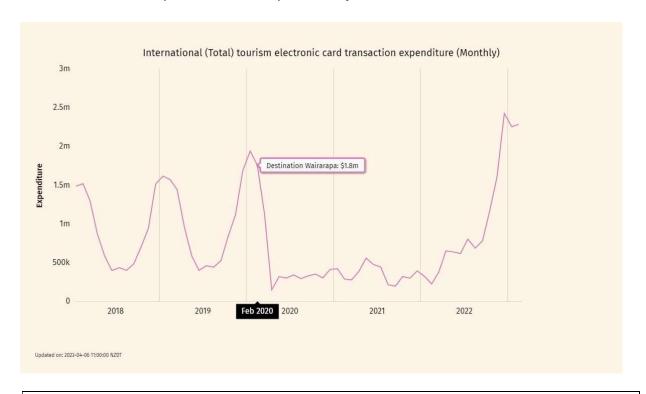


Pre Covid Domestic Visitor Spend. February 2020: \$10.8million

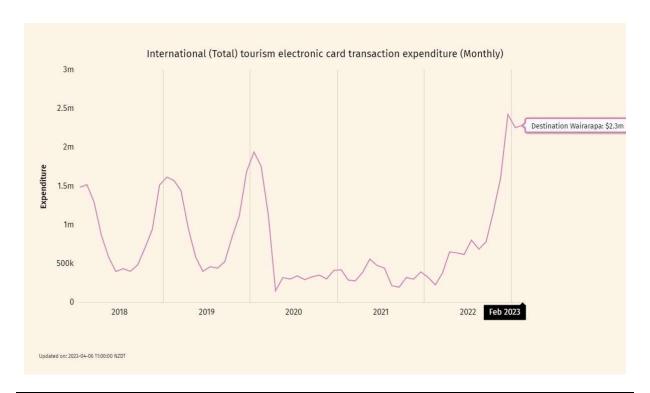


Current Domestic Visitor Spend. February 2023: \$11.6million

International TECT expenditure Wairarapa (monthly)



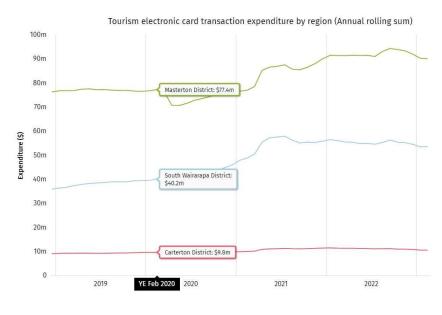
Pre Covid International Visitor Spend. February 2020: \$1.8million



Current International Visitor Spend. February 2023: \$2.3million

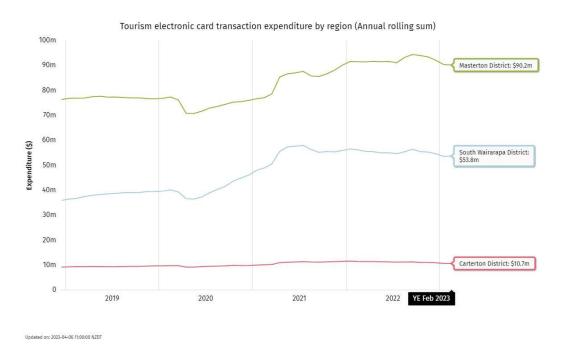
Wairarapa still performs better than pre covid, both now for domestic and international visitor spend

TECT expenditure by TLA (Total annual rolling sum)



Updated on: 2023-04-06 11:00:00 NZDT

Pre Covid Visitor Spend YE February 2020. MDC: \$77.4m, SWDC: \$40.2m, CDC: \$9.8m



Current Visitor Spend YE February 2023. MDC: \$90.2m, SWDC: \$53.8m, CDC: \$10.7m

Considering the devastating impact Covid and the closing of New Zealand's borders (March 2020 – August 2022) had on New Zealand's tourism industry, the Wairarapa tourism industry continues to grow – however at a slower rate of growth than when compared to New Zealand.

In the latest Infometrics report (December 2022) it was noted that "Total tourism expenditure in Wairarapa increased by 4.3% in the year to December 2022, compared to a year earlier. This compares with an increase of 18.9% in New Zealand." Now that full tourism is back, our region therefore is now underperforming when compared to the rest of New Zealand with regards growth in spend.

However, if you remove Campgrounds & Holiday Parks from the occupancy data above for February, it would be fair to assume that our accommodation occupancy percentage would be roughly the same as the national figure.

This data therefore supports a well-known fact that although visitors are coming to the region, most of what they can see and do here can be done with very little investment. I.e growth in tourism spend cannot be achieved if there is not a lot to buy.

A trip to Castlepoint or Palliser Lighthouses – with a side visit to the Pinnacles and the seal colony requires at the very least, the cost of a tank of petrol. A day tasting wines in the world class vineyards of Martinborough costs as little as \$5 per person, per vineyard to taste. A family day in Queen Elizabeth Park – utilising the wonderful new skate park, playing on the outstanding Kids Own Playground and riding the ever-popular miniature train – costs \$1 per person. And a hike up to Rocky Lookout in Mount Holdsworth, or a stroll through Fensham Reserve is again – at no cost.

We know from research conducted while developing the Wairarapa Destination Management Plan (DMP), these activities are what our visitors to the region come to do and most enjoy. Usually there is accommodation on top of that experience and a meal or a visit to a café added as well. However, when accommodation is full – which it is more often than not these days (especially mid week in Masterton with contractors), and our regional cafes/restaurants do not have enough staff to work at their full capacity, it is no wonder visitor spend for Wairarapa is not growing at the rate it should or could be.

The answer is not to charge people at the gate for these popular activities, the answer is to develop tourism 'product' (packaged tourism experiences) that allows visitors to invest in our region by experiencing the best that we have to offer - in a sustainable and authentic way.

The answer also lies in leveraging the opportunities that Dark Skies accreditation, the development of 5 Town Trails and the opening of the new Tākina Conference and Exhibition Centre in Wellington brings to the region. And it lies in ensuring we support and develop a thriving events industry.

The answer is also in working together in a joined up way as a region to make doing business here attractive - thereby encouraging suitable tourism infrastructure investment, while balancing what our community said they wanted to see out of tourism ie "tourism is valuable to the region and we are happy for it to grow, but not at the cost of my environment, culture or way of life." This is what the WAIRARAPA Destination Management Plan (DMP) clearly articulates, and it is why it is very important all Stakeholders linked to that plan continue to ensure it is a living, breathing plan for the region post 30th June 2023 when STAPP funding concludes.

STAPP Funding

The Strategic Tourism Assets Protection Programme contract with the Govt. requires Destination Wairarapa to lead and deliver outcomes under 3 headings in order to help reimagine tourism in the region post Covid.

- 1. Destination Management Plan Development
- 2. Capability Building
- 3. Marketing (Domestic but not local, and in 2022 International)

Destination Wairarapa's contract with MBIE was varied in quarter one of this year to allow the organisation further time to deliver on the contracted outcomes.

The existence of this funding has allowed Destination Wairarapa to undertake activity that has not been funded for previously.

STAPP funding for the Wairarapa will finish at the end of this financial year (June 2023), and there will be no further variations.

1. Destination Management Plan

The Wairarapa Destination Management Plan (DMP) has been received and endorsed by all 3 of the Wairarapa Councils. It is now truly a plan for the sustainable growth of tourism in the region - as aspired to by the Wairarapa community.

Tourism is acknowledged in the refreshed Wairarapa Economic Development as a sector of importance and the DMP is noted as a plan to be supported within that strategy and subsequently by the governing forum.

2. Product Development and Capability Building

As identified in the Wairarapa Destination Management Plan under Strategic Imperative 2-ENHANCE THE BEACON – Empowering Destination Development, work has begun on 4 identified actions.

2.1 Develop experiences that support the positioning of the region.

The Martin Jenkins investment proposal to develop dark skies experiences that support the positioning of the region has been completed and submitted to WEDS for consideration. Destination Wairarapa will continue to support this work through the marketing and promotion of Wairarapa Dark Skies experiences.

2.2 Work with iwi to determine tourism aspirations and provide support in the development of experiences.

A Wairarapa Maori Tourism Strategy – in conjunction with Iwi, has been completed and passed to Iwi for their consideration. Destination Wairarapa will support Maori where and when we can to help them realise their aspirations in tourism.

2.3 Develop a strategic approach for events that will invite investment and assist in positioning the region.

At the recommendation of the WellingtonNZ Major Events Team, a consultant specialising in this area has been engaged to begin the groundwork on this strategic imperative. This groundwork will be complete by June 2023 and the results submitted to the 3 councils for consideration. Destination Wairarapa will continue to market and promote Major Events that attract visitors to the region.

2.4 Develop the capability of new and existing operators in the region.

For the past 9 months – and thanks to central Government STAPP funding, Destination Wairarapa has had the opportunity to employ an FTE to focus solely on product development and capability for the region. This is the first time the region has had someone dedicated to do this work for Tourism. In this relatively short time period Chrissy Cummings has been able to achieve a considerable amount for the region. Least of all – attracting \$85,000 spend from confirmed group bookings to the region in the next 6 months with another \$150,000 potentially in the pipeline in the next 12months – and that is just the tip of the iceberg. With her connections and knowledge, enquires for events and groups like this land in her inbox on a weekly basis now. In addition, she has coached 6 new operators to achieve Tourism New Zealand Qualmark status, with another 20 in discussions.

A Qualmark accredited operator working in the export market is able to increase their per person yield considerably. In simple terms that means an increase in visitor spend for the region.

Unless an alternative source of funding can be found before the end of June, Chrissy Cummings contract with Destination Wairarapa will conclude and so too will the work she has been doing to build product and capability in the Wairarapa. Destination Wairarapa however will continue to support the building of capability for tourism operators by partnering with Business Wairarapa.

3. Marketing

This reporting period covered "Summer", a term we can use loosely this year due to rain, cyclones and grey skies. That aside we had many, many weddings, lots of visitors, retail did well, and the region held many great events and saw high accommodation demand.

This period covered Summer School Holidays, Wellington Anniversary Weekend and Waitangi Weekend.

Events and Operators

Events we supported and promoted through our channels included:

- Tauherenikau Races Music in the Country at Tauherenikau
- Lavender picking at various locations
- Martinborough Fairs x 2
- Wheels at Wairarapa
- Harvest Festival (first day cancelled)
- Wings over Wairarapa postponed

Wings over Wairarapa.

Wings is an event with the ability to draw big numbers to the region and it is an event looked forward to with much anticipation by the team. We worked closely with the new Wings Over Wairarapa event team in the lead up to the event utilising our own deep knowledge of the event and all our market channels and tools.

We funded refreshed artwork using STAPP funding - the last event was heavily impacted by Covid and it was important to revitalize and freshen up the graphics. It also helped to highlight the family appeal of the event.



We also used STAPP funds to edit the promotional video used on the Wings website and our own website and social media channels.

We developed a 'false' wrap for the Dompost (see below) which ran at Waitangi Weekend, and which captured a range of events being held in the region including Wings. Timing also meant we were able to highlight the announcement of our Dark Sky Reserve status (more on this below). These wraps - which were enabled due to STAPP funding, have been effective and high profile. This will be the last of this type as funding no longer available.





121 Festival.

121 Festival were more fortunate with the weather and after being cancelled due to Covid for the last two years, had a strong offering and good numbers this year. We worked closely with the small Festival team and with WgtnNZ as this is a Regional Events Fund funded event. This 3-day dance odyssey is unlike anything else in the wider Wellington region, attracting a young audience to the region and one which by design, fully embraces the beautiful location at Tauherenikau.

www.121festival.co.nz

Space Science Centre

Hari and Sam from Milky Way Kiwi/Star Safari developed a pop-up Space Science Centre in the old Video Ezy building in Carterton. We got right behind promoting this and it was terrific to see over 3000 people (lots and lots of kids) visit the between December and Waitangi

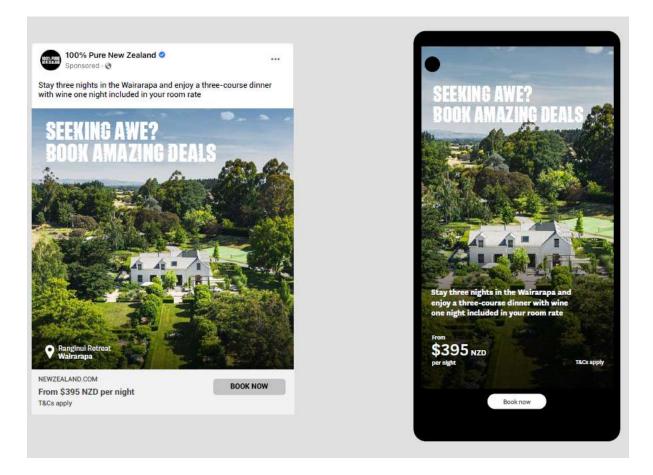
weekend. Hari is very media savvy and featured in numerous media interviews, many of which DW facilitated.

Dark Sky Reserve Announcement

This was a major project during this period, and I am very proud of the work led and managed by the team to insure well-structured effective comms, image provision and strong media pick up. We crafted a media release in conjunction with the Wairarapa Dark Sky group and provisioned it widely to partners including WgtnNZ and Tourism NZ. We sourced top quality images and made these available – vital in the power of the message these days. (Media results of the announcement are below)

Tourism NZ Summer campaign

Ranginui Retreat was a feature product in their summer campaign.



The Classic NZ Wine Trail

We joined forces with our Classic NZ Wine Trail whānau Hawke's Bay, Wellington and Marlborough to co-invest (STAPP funded) in a Trail wide photo and video shoot. Objective was to portray Australian visitors on this road trip and their experiences across the entire Trail. This is the first time we've worked on an integrated shoot with our partner regions and the process and quality of the images is outstanding:

Some examples below:









<u>Imagery</u>

Roady is both an app and a social channel which inspires and enable travelers to find, plan, and share epic New Zealand trips. It is the place travelers go for inspiration on planning their NZ Road Trip. Roady has a social media audience of 195,000+ across platforms (Roady App, Facebook, Instagram & Tiktok) with a monthly reach averaging around a million people organically. They've worked with 23 RTOs and completed a successful campaign with Tourism

New Zealand. In February 2023 we hosted 2 content creators from Roady for two days capturing travel content. This was funded with STAPP funding.

The deliverables were:

• 100+ professionally captured images, full DW rights at locations including Cape Palliser Lighthouse, Castlepoint, Cape Palliser coastal drive, Putangirua Pinnacles, Waiohine Gorge,

Lake Ferry and Ngawi Seal Colony.

- 36 Instagram stories which averaged 3800 views on each
- Instagram Reels x3:
- The 7 must visit places, Guide to Cape Palliser and Castlepoint reel
- Total IG reach = 73,603 people with 2463 likes, 547 shares & 1135 saves.
- Tiktok Posts

3 reels on Tiktok, totaling 4703 views

Brand Toolkit

We developed and released this toolkit with imagery, video and copy for shared use. www.wairarapanz.com/toolkit

<u>Destination Wairarapa website development – RFP</u>

In this period we identified the high priorities for our new site being primarily self-managed, top performing, and have engaging and visually appealing content. This will support increased website traffic with users having a positive user-experience. The website Request for Proposal (RFP) went out to three businesses on 22nd March. Following a structured process, we will ensure fair judgement to gain the best candidate for our requirements. We received quality questions back from all three businesses regarding the RFP, which highlights their ideas and thinking around the upcoming project while probing our thinking even further. We are awaiting the final proposals when our team will individually and then collaboratively

evaluate all three. We will also bring in our current external website developer who is technically very experienced and has a strong grasp on what will be required for the future site. The three proposals will be judged on a range of criteria established to ensure our goals and requirements are met:

- Technical ability
- SEO and content support
- Development and ongoing budget
- Development length
- Account management

Trade

We attended Tourism Connect – the annual two-day event with face-to-face meeting with over 100 trade representatives. After a busy season and with high awareness of our Dark Sky status, there's good interest in the region and opportunities for new business.

Following Cycle Gabrielle we proactively approached some tour series companies and trade partners and offered assistance with tours/groups unable to visit Hawke's Bay – this displacement assistance was very well received and product like Greytown Honey and Le Gra was for several operators 'discovered' and liked!

Media

Denise Landow joined us as our media comms contractor.

We hosted one of our first international journalists since Covid . Rob McGregor from Forbes Advisor (USA) was a freelancer who worked with the CNZWT family to do the North Island section.

We worked with Wairarapa Lifestyle magazine on content and delivered prepared stories. We continue to fund placement of this well-regarded magazine into Koru Clubs in Wellington, Auckland and Palmerston North (prepaid for the year using STAPP funding).

Below is a selection of media results during this period:

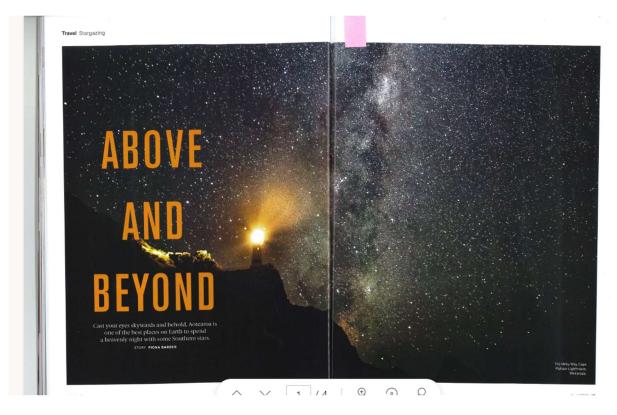
121 Festival in Dompost



Dark Sky Announcement Feb 2023

Fantastic pick up of the announcement – on all key media channels including TV 1 news <a href="https://www.1news.co.nz/2023/01/19/wairarapa-districts-named-as-dark-sky-reserves//https://www.rnz.co.nz/news/national/482744/wairarapa-districts-become-dark-sky-reserves/https://www.stuff.co.nz/travel/130998426/new-zealands-newest-dark-sky-reserve-gets-international-sign-off

As well as an immediate media result, the Wairarapa Dark Skies story will have a long tail provided we keep highlighting it – as we see here in March's Kia Ora magazine



And in the space of two days in March, we hit both the major dailies: Extraordinary! STUFF

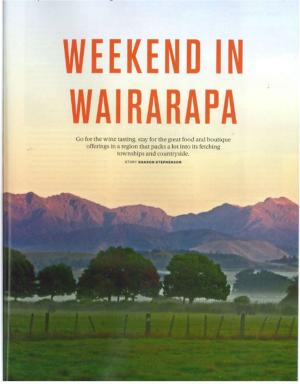
https://www.stuff.co.nz/travel/destinations/nz/wellington/131340762/taking-a-safari-through-the-stars-in-the-worlds-newest-dark-sky-reserve

NZ Herald

https://www.nzherald.co.nz/travel/wairarapa-becomes-official-dark-sky-reserve-for-stargazing-in-new-zealand/GHCQQBDUCNE33PGCRN36CIRLXA/

Kia Ora March issue; a regional feature which we set up and wrangled:



















a tin shed at the back of his bike shop into

a tin shed at the back of his bike shop into a distillery. Using classic British gin recipes, but naming the three after historical Greytown stories, he uses local botanicals for his gin, which comes in recyclable stainless steel tins.

If gin isn't your thing, how about another winery? This time there are no rural vistas. Alexia Urban Winery is set on an industrial site in Greytown, which might seem like an unlikely place to make and drink boutlque wines but, as founder/vintner Jane Cooper says, "It makes sense to put a winery where the people are". Take a seat, admire the colourful hand-painted mural, and order the Alexia Experiment — a tasting paddle of four wines. I highly recommend a glass of Cooper's chilled red wine.

It's almost time to head back over the Remutaka Range but before you do so, call into Featherston's Royal Hotel. Built in 1868, it recently underwent a major renovation. No matter what the weather is doing, order the smoked fish and prawn chowder and congratulate yourself on a weekend well spent. wairarapanz.com





ER Kie Ore

Anna Nielson – General Manager April 2023