



UNION EUROPÉENNE Fonds Européen de Développement Régional

European Regional Development Fund

## WP5 – Brittany Report

T4.3.1: TARGETED CONSUMER CAMPAIGNS

Côtes d'Armor Destination – PP7 / Morlaix Tourisme – PP8 Morlaix Communauté – PP13 / Brittany Ferries – PP14





## SOMMAIRE

- 1. Introduction
- 2. Strategies
- 3. Social Media
- 4. Digital campaign
- 5. Press
- 6. Events

## 2. Partners strategies

## 2.1. PP7 strategy

CAD ran a consumer campaign over 3 years, exclusively on digital media.

The creation of a specific autumn-winter entry, the in-depth storytelling work and the quality photos representing these two seasons created relevant hooks for the campaigns.

The autumn-winter imagery, with the production of photo assignments, created a real leverage effect on the networks.

A collection of unique experiences attracts the interest of consumers, and the influencer previews helped generate enthusiasm for the collections.

The campaign has gradually gained momentum, with :

• in year 1, the creation of specific autumn-winter pages and templates on the website

• in year 2: the addition of immersive content and consumer testing via micro-influencers with the aim of creating awareness

• in year 3: addition of new content to work on awareness and a conversion target, particularly for the Blue Minutes event, which was achieved

• Connections to the autumn-winter website - number of visits

2020-2021	13 000
2021-2022	65 000
2022-2023	63 500

#### 2.2 PP14 strategy

Following the gradual lifting of restrictions for vaccinated travellers, Brittany Ferries was able to launch its consumer marketing campaigns from January 2022. The challenge was to attract consumers who were still reluctant to book to discover the destinations promoted on the new travel inspiration platform.



Brittany Ferries

The "Yes" promotional campaign consisted mainly of an advertising spot broadcast on television and in digital format on social networks. It specifically targeted families, couples, cyclists, caravan travellers and pet owners. The aim was to highlight experiential tourism and help travellers to project themselves into the destination. This campaign has been adapted for the 2022-2023 low season.

The campaigns aimed at consumers have also more specifically highlighted the experiences published on the travel inspiration platform. They have been adapted to be relayed on social networks and email campaigns during the low season.

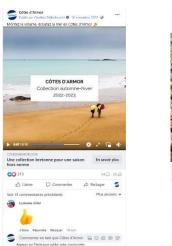
# **Campaign Plan**



## 3. Campagnes réseaux sociaux

#### 3.1 PP7







With the same segmentation used for 3 years, the interaction rate is increasing on our targeting (excluding minutes bleues and Lénaïg Corson) - the cost per click is decreasing each year - the targeting is good and repetition has a positive impact), it rose from 1.3% to 2.5% between 2021 and autumn 2023 (higher than CAD's average)

- On Instagram, CAD achieved the best interaction rate in France in autumn-winter 2021 on autumn-winter photo posts (from Nov to March) - dark hue with bright colours, inviting the imagination https://we-like-travel.com/etudes-et-barometres/barometres/

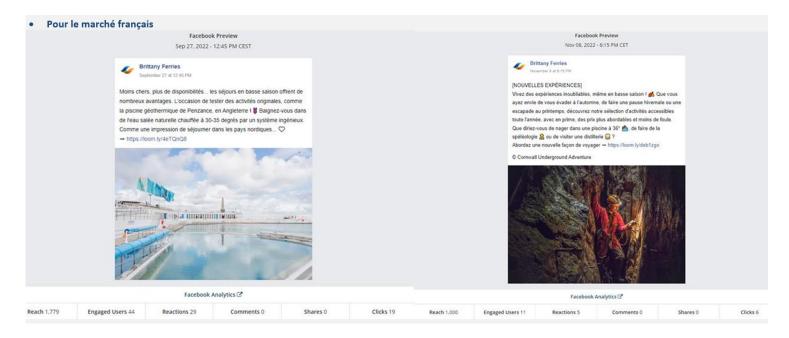
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#### Lessons learned :

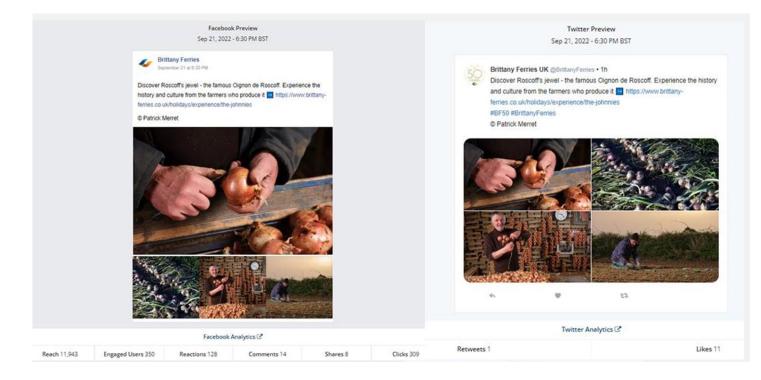
Targeting segmentation, via experiential themes, is important, as it enables fewer people to be reached in a more precise way. Repetition of the message increases the interaction rate.

#### **3.2 Brittany Ferries**

Here are a few examples of publications on Facebook and Twitter aimed at the French and English markets.



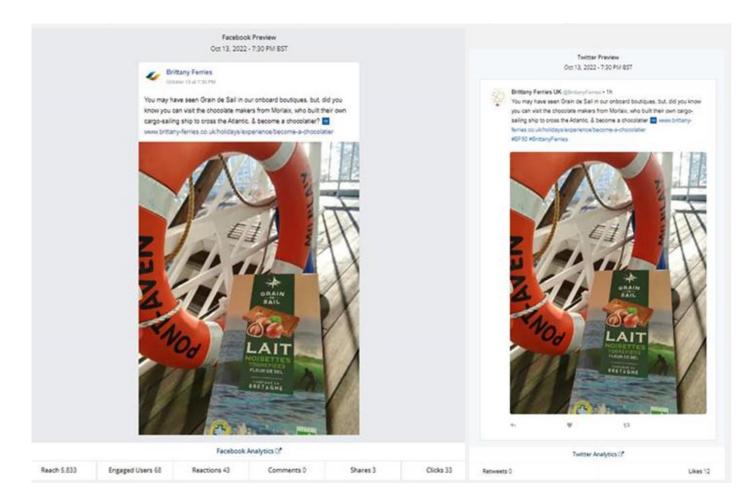
The "Sur un Air d'Islande" and "Voyage au centre de la Terre" experiences in Cornwall were promoted to the French public on our Facebook page. They reached 1,779 and 1,000 people respectively.



The post promoting the "History of the Johnnies" experiment on Facebook reached almost 12,000 users and generated 128 reactions, 14 comments and 309 clicks on the experiment link. On Twitter, there were 11 likes and 1 retweet.

	Facebook Preview Oct 03, 2022 - 5:57 PM BS	Twitter Preview Oct 03, 2022 - 5:57 PM BST					
Winters the to Brittany home Brittany has a meadows to (	a wide variety of environments from ro gorges that offer perfect conditions for ferries.co.uk/holidays/experience/bird	cky coasts to wet wildlife to thrive		Winter's the b Brittany home		ly fascinating bird spec	cies that call
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	Facebook Analytics @				Twitter Analytic		

The post promoting the "Birdwatching" experience on Facebook reached almost 2,800 users and generated 20 reactions, 2 comments and 117 clicks on the link to the experience. On Twitter, there were 9 likes and 1 retweet.



The post promoting the "Maitre Chocolatier!" experience on Facebook reached almost 5,800 users, generating 43 reactions and 33 clicks on the link to the experience. On Twitter, there were 12 likes.

Overall, Facebook posts performed much better than Twitter posts.

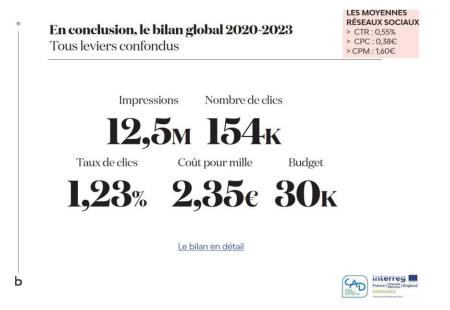
## 4. Digital campaigns

## 4.1 PP7

The digital campaigns have been fine-tuned for autumn-winter 2022-2023, and the media created have been put into action over the three holiday periods.

SEPT	OCT	NOV	DEC	JANV	FEV
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The results over the 3 years are positive, spreading the costs throughout the programme to create repetition. The Meta (Facebook and Instagram) and YouTube mix is working well to raise awareness of the destination. The experiential content, with a tone based on real-life experience, was well received, and will be continued over time.



Lessons learned: the importance of visuals and the targeting of broadcast periods are essential.

# **Results – Email FR**





# Results – Email UK



UK campaigns generally had a better open rate. The best performing campaign was the one sent out in September. The October mailings were perhaps a little late and generated fewer reactions.

# 5. Accueils presse

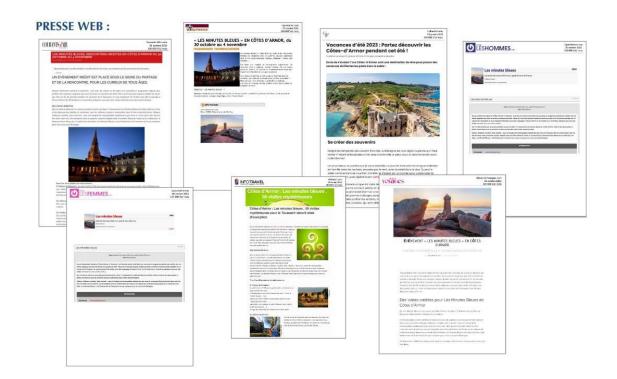
The press trip also received excellent feedback. https://www.cad22.com/lagence/les-actualites/04-11-2022-accueil-presse-deux-jours-intenses-a- experimenter-les-cotes-darmor-en-automne-hiver/



Anéro-croisière à horri du Enez Koalen, homardier de Voiles et Traditie

#### **Press coverage**

The "Les Minutes Bleues" event attracted the most coverage in the local press, with over forty articles. For example:



**RETOMBÉES PRESSE (Identifiées à date)** 

Following on from the press relations work for Autumn-Winter 2022, a number of articles have appeared in the national press:

#### Courant d'Air Magazine -

\_\_\_\_\_ lâcher prise





QUAND ON RÊVE D'OCÊAN, DE NATURE, D'EXPÊ-RIENCES NOUVELLES ET QUE L'ENVIE VOUS PREND D'UNE ESCAPADE VIVIFIANTE ET ORIGINALE, C'EST DANS LES CÒTES D'ARMOR QU'IL FAUT ALLER. ZOOM SUR UNE DESTINATION SI BELLE À L'HEURE D'HIVER.

PAR ANNE CABROL





cinc l'éte

Les mains dans les paches et les yer partez à la découverte de cette aux trésors cachés. Adeptes d'

#### - Désirs de voyages



## **RETOMBÉES PRESSE (Identifiées à date)**

#### RADIO – 2 SUJETS DÉDIÉS AU TERRITOIRE SUR LES 2 PLUS GRANDES STATIONS DE FRANCE







SON Côte d'Armor : les événements « Les minutes bleues » et les cocos de paimpol Gastronomie, loisirs... Chaque week-end à 6h50, Olivier Poels et Vanessa Zha vous présentent un produit, un producteur et tous les bons plans pour...

() 23/10/2022 - 07:01



## 6. Events

### • Exhibition on the Ile Noire lighthouse

The rehabilitation of the Ile Noire lighthouse, an emblematic Morlaix Communauté project, has been the subject of an exhibition at the Centre d'Interprétation de l'Architecture et du Patrimoine (CIAP) in Morlaix. The exhibition will run from 25 January to 3 June 2023 and will introduce the public to the history of this iconic lighthouse in the Bay of Morlaix, as well as its brand new destiny. Renovation of the site, which began in 2022, will eventually give visitors the chance to enjoy an extraordinary experience: spending a night as an ephemeral lighthouse keeper.

## UNE NOUVELLE VOCATION 3 GÎTE PATRIMOMIAL UM

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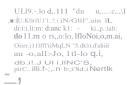
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## **Digital presence**

## - Teaser videos for the future Ile Noire gîte

To complement the "Lîle Noire, une histoire de phare" exhibition, Après la Pluie Films has produced two videos to raise awareness of the future unusual gîte on the lle Noire. One is being shown in the Maison Penanault exhibition room until 3 June 2023, and the other on the local authority's social networks.

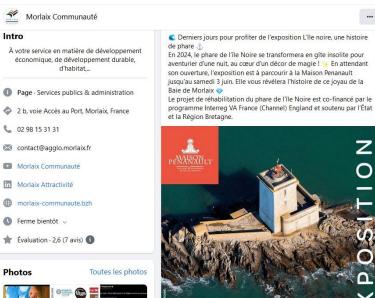


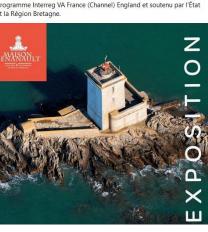
Social Media

#### Facebook

Intro

#### Statistiques de la publication





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🤩 Le phare de l'île Noire, l'un des joyaux de la Baie de Morlaix, changera de destin en 2024. Il deviendra gîte...

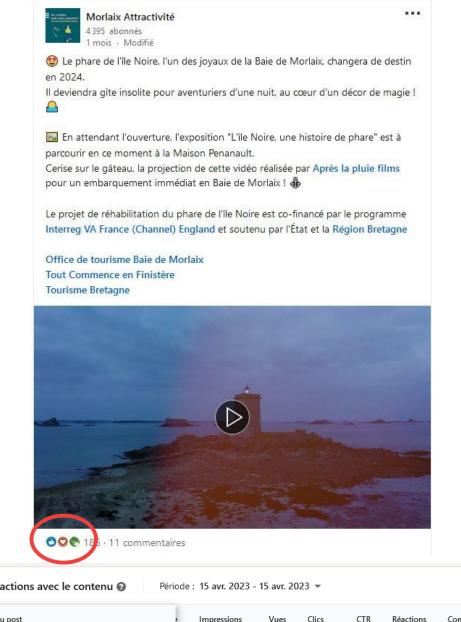
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Publié par Clémentine Le Coz 😰 · 15 avril · 🕤

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#### Linkedin



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Jean-Luc CROZAFON • 2nd Justice/Médiation 1mo

Quel sens de l'histoire ! Et quelle ironie que de mettre en rapport ce patrimoine historique et le plaisir de quelques pseudo aventuriers

touristes.... Le marketing territorial appliqué à la baie de Morlaix ! Je suis contre. Katell KHEROUF • 3rd+ : See translation Assistante de Direction trilingue. Loyale, sportiv... 1mo Like | Reply • 4 replies Après l'île Louet...l'île Noire...la suite !!! Un nouveau joyau à partager, merci !!! Show previous replies... See translation Violaine Pierret · 2nd ÷ VP) Agence de Valorisation du patrimoine et 1mo Like • 🖰 1 | Reply Jean-Luc CROZAFON, vous prêchez une convaincue ! Mais je crois qu'il ... see more Rémi TINH · 3rd+ See translation Architecte DPLG 1mo Like | Reply money, money, money... Agnes Allain · 3rd+ Like | Reply 1mo Super !!! Michel FAUJOUR Hypnose : d'accompagnement · 2nd Coach du quotidien hypnosezzz.com Like | Reply 1mo génial . super projet 💪 faire vivre , découvrir , être dans le présent 👍 See translation Like • 🖰 1 | Reply

Despite a few negative comments (fear of seeing the site denatured, or criticism of the presumed lucrative nature of the future gîte), reactions were generally positive on the two Morlaix Communauté social network accounts. As with the exhibition, it's worth noting that the Ile Noire has provoked lively reactions, often evoking nostalgia for good memories on the island or in the Bay of Morlaix. The inhabitants have made this "rock" and are curious to discover how it will be transformed.

:

Marie-Françoise Barut • 3rd+ Thinking the future @ La Mouette en Goguette 1mo

## ....

Partante pour l'aventure - ça va être fantastique 111

Face à l'île Louet et au château du Taureau, comment pouvoir résister à l'appel d'un des plus beaux points de vue de cette magnifique baie de Morlaix?

Plus qu'à découvrir l'exposition en attendant - ça tombe bien je dois me rendre dans le coin prochainement...

#### See translation

Like • Ô 2 + Reply

Violaine Pierret • 2nd Agence de Valorisation du patrimoine et de lac... 1mo

C'est vraiment chouette de citer l'entreprise qui a travaillé sur ce film. Les choses sont en train de changer et les collectivités commencent timidement à oser mettre en avant les prestataires extérieurs avec lesquels elles ont choisi de travailler. Et si Morlaix Co montre

See translation

## <u>Press</u>

The lle Noire project has already been the subject of several short articles in Le Télégramme and Ouest France. Morlaix Communauté has also been approached by Bretagne Magazine, for a special feature on the Bay of Morlaix. The lle Noire project will be presented in a few pages, through the prism of its history, the renovation work in progress and its future function. The issue is due to be published in autumn 2023.

On the scale of the Brittany Pilot Region, and more widely of the partnership, a travel guide written by the National Geographic Traveller is due to appear in the London Evening Standard in June 2023.