

TRAVELZOO®

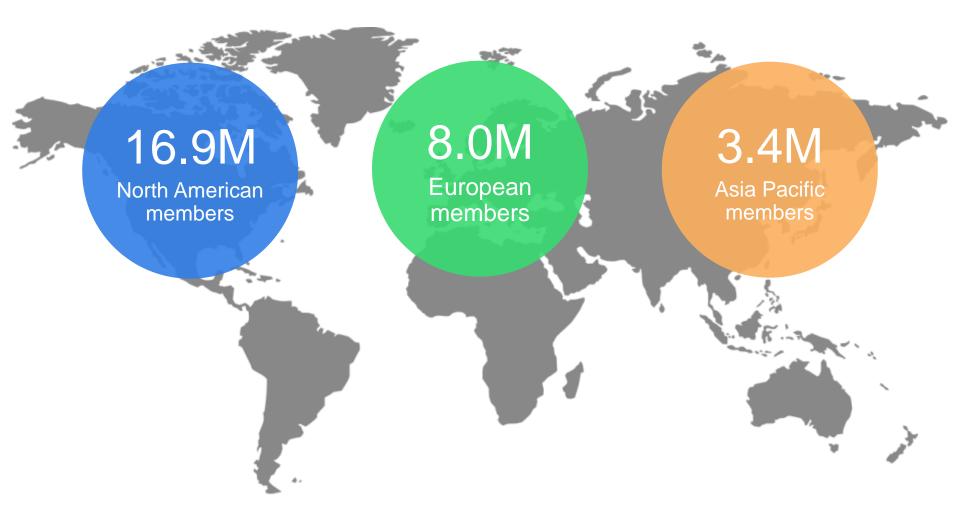
Personalising Email & Content Marketing

March 14th 2017

Content and Email MARKETING



WHO: Millions around the world TRUST Travelzoo



More than 28 MILLION members worldwide

Millions around the world TRUST Travelzoo



Social & Mobile

1.7 million UK visitors per month*

10 million UK page views per month*

3.5 million global social users 5 million Mobile app downloads worldwide

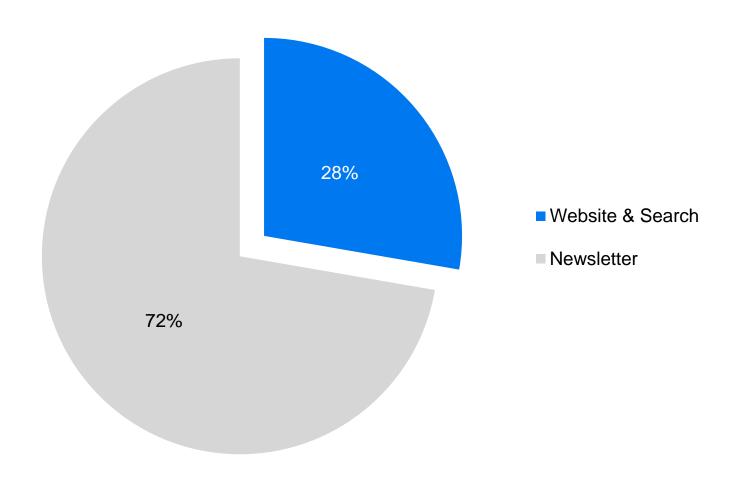








WHY: Travelzoo UK 2016 Revenue By Source

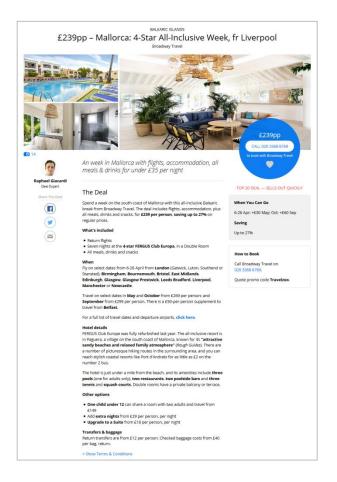


HOW: Typical Campaign Structure

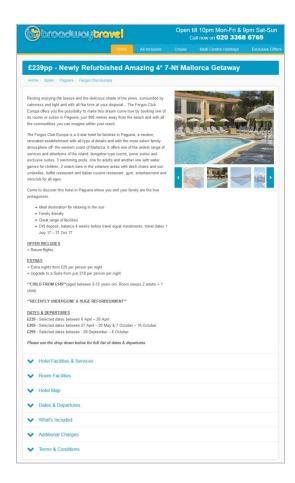
Compelling headlines maximise users engagement



Travelzoo editorial provides 3rd party endorsement for each qualified offer



Members are directed to the offer on advertiser's website/call centre to book



WHERE: Regionalised Top 20



Every week we search more than 1,000 companies worldwide for their very best deals and compile the **Travelzoo Top 20**°.

The Top 20®



£199pp -- Crete: 7-Night Holiday w/Meals Fly from Bristol Source: Broadway Travel

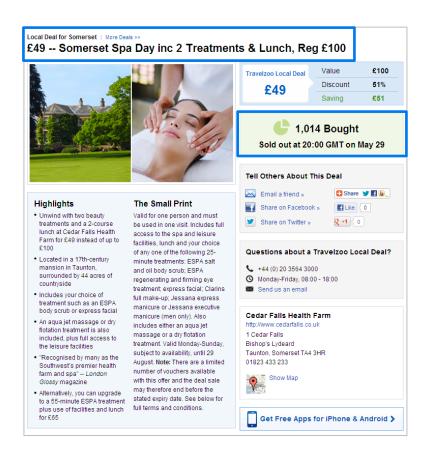


£399pp -- Luxury Venice Island Break Fly from Bristol Source: Luxury Holiday Collection

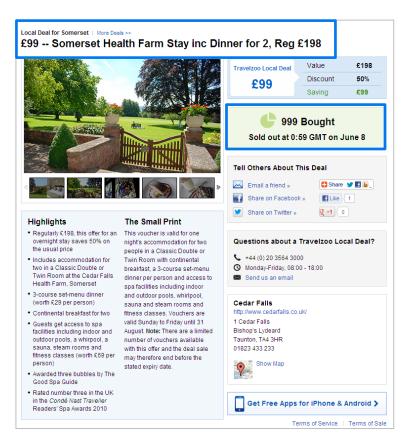
Order	Ad ID (click to edit or delete)	Headline (click to test link) Source
1 / 1 Top 20	2197335 IO 187056.d	£199pp Crete: 7-Nt Greek Island Holiday w/Flights & Meals Broadway Travel
1/1	2198352 IO B187056.d	Southwest £199pp Crete: 7-Night Holiday w/Meals; Fly from Bristol Broadway Travel
1/1	2198353 IO B187056.d	Midlands £199pp Crete: 7-Night Holiday w/Meals; Fly from Midlands Broadway Travel
1/1	2198358 IO B187056.d	Northwest £199pp Crete: 7-Nt Holiday w/Meals: Fly fr the Northwest Broadway Travel
1/1	2198354 IO B187056.d	Northeast £199pp Crete: 7-Nt Holiday w/Meals: Fly fr the Northeast Broadway Travel
1/1	2198364 IO B187056.d	Scotland £269pp Crete: 7-Night Holiday w/Meals: Fly from Scotland Broadway Travel
3 / 1 Top 20	2198185 IO 186923.a	£399pp Venice: Ultra-Luxurious Private Island Break Luxury Holiday Collection
3/1	2198378 IO B186923.a	Southwest £399pp Luxury Venice Island Break; Fly from Bristol Luxury Holiday Collection
3/1	2198377 IO B186923.a	Midlands £399pp Luxury Venice Island Break; Fly from the Midlands Luxury Holiday Collection
3/1	2198390 IO B186923.a	Northeast £399pp Luxury Venice Island Break: Fly fr Leeds Bradford Luxury Holiday Collection
3/1	2198387 IO B186923.a	Scotland £399pp Luxury Venice Island Break; Fly fr Edinburgh Luxury Holiday Collection

WHAT/ WHERE: Local > Spa Vs. Drive > DB&B

Local Deal



Hotel Package



Spa Day deal sent to local market (offering overnight) and Overnight DB&B offering spa day

WHAT/ WHERE: Using Location - Postcode



WHERE: Desktop to Mobile Changed Everything





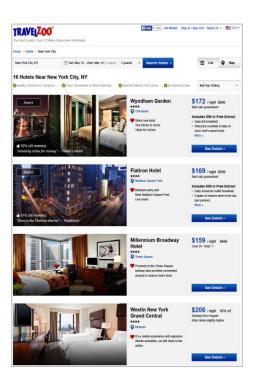
WHERE: The Travel CONTINUUM

Inspiration --> Transaction

- Top 20
- Website
- Destination Features



- Book directly with Travelzoo
- What to do in destination

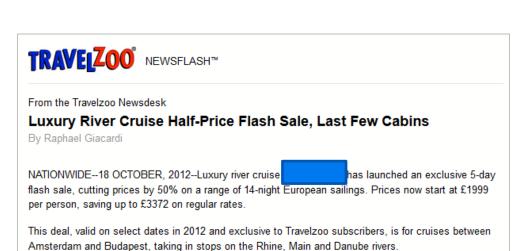


- **Destination**
- Restaurants
- Entertainment
- Mobile Focus
- Spa
- Activities





WHO: River Cruise Sale Alert



Prices include return flights; gourmet dining with all meals covered; complimentary wine, beer and soft drinks on board with lunch and dinner; tips, port charges and transfers. The package also includes all sightseeing, excursions and entertainment, such as a private recital at the Hungarian State Opera House over a glass of champagne, a tour of medieval Wertheim Castle and an exclusive wine event at Germany's oldest wine cellar.

The sale ends on 23 October, but availability is limited and the cheapest prices may sell out fast.

To book, call or click the link below for more information.

View Deal »

Based on two sharing. Subject to availability. Restrictions may apply. £1999 price is based on London departures.

Generic:

- 96,091 emails
- 7 calls
- 21.05% open rate
- 1.2% CTR
- 1.129 clicks
- 0.080% unsubscribe

River cruise clickers:

- 39,633 emails
- 24 calls
- 56.80% open rate
- 11.3% CTR
- 4.484 clicks
- 0.016% unsubscribe

Summary of results:

- 8 x Calls PT
- 10 x CTR
- 80% lower unsubscribe

WHO: Newsflash CASE STUDY

£529 & up -- Luxury Holiday Sale inc Business-Class Flts



THE CAMPAIGN

Luxury World Sale from client - save up to 40% on usual prices $\,$

Holidays include business-class flights from London

Short-haul deals include flights with up to 34 inches of leg room, long-haul deals include flights with seats that convert into fully flat 6-foot beds & several food and drink options (plus lounge access and up to two 32kg checked bags for both options).

Reach: 650,000 London & SE (Plus targeted audience send for luxury)

OBJECTIVES

Promote luxury holidays with Business Class flight

RESULTS

3,820 clicks came from 527K generic members, 0.7% CTR

39,872 clicks came from 131K targeted members, 30.4%

TOTAL CLICKS **43,882**

90 / 20

BEHAVIORAL Attributes & Modelling

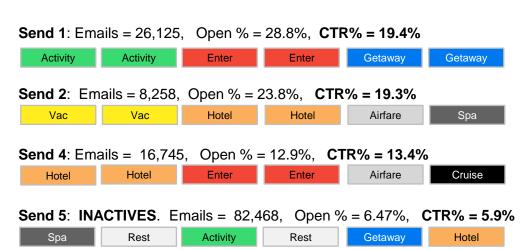
We have a created a behavioural model for US members for use in targeting and personalization...

Behavioural Attributes

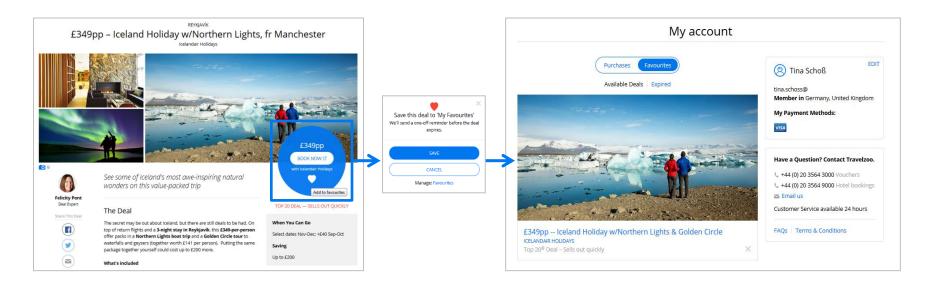
Behavioural Model and Content Preferences

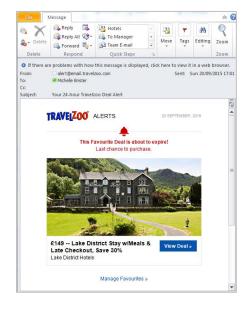
Purchase Behavior	
Browse Behavior	
Time Variant Behaviors	
Channel Behavior	
Engagement Behavior	

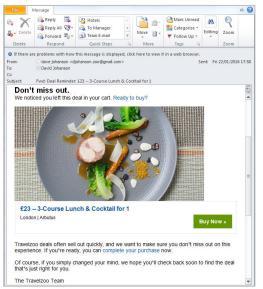
		Content Category			
Member ID	Behavioral Segment	Getaway	Cruise	Ent	
10001	0	1.5	1.1	1.2	
10002	1	0.6	0.4	1.6	
10003	2	1.2	0	1.5	
10004	3	0.4	1.3	0.6	



HOW: Favourites, Basket Abandon & Intent Emails





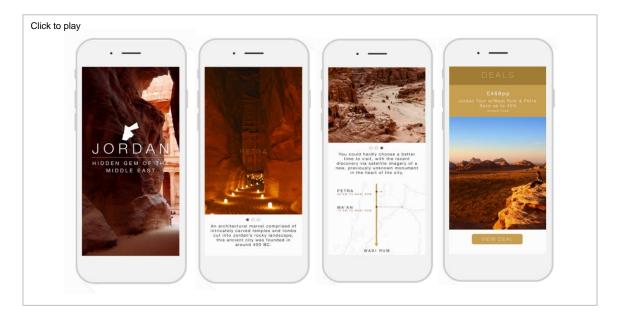


HOW: Facebook **CANVAS** – Jordan Case Study



HOW: Facebook **CANVAS** – Jordan Case Study

Travelzoo combined the Jordan ad with Facebook custom audience data and active Top 20 clickers



BRANDING RESULTS

We ran this activity in the UK, Germany, France and Spain

More than 850,000 members were engaged as a result of the Canvas ad

OBJECTIVES

Drive bookings to the Jordan Tourism Board Showcase Jordan as a destination to our targeted members

RESULTS

REACH 875,929 members

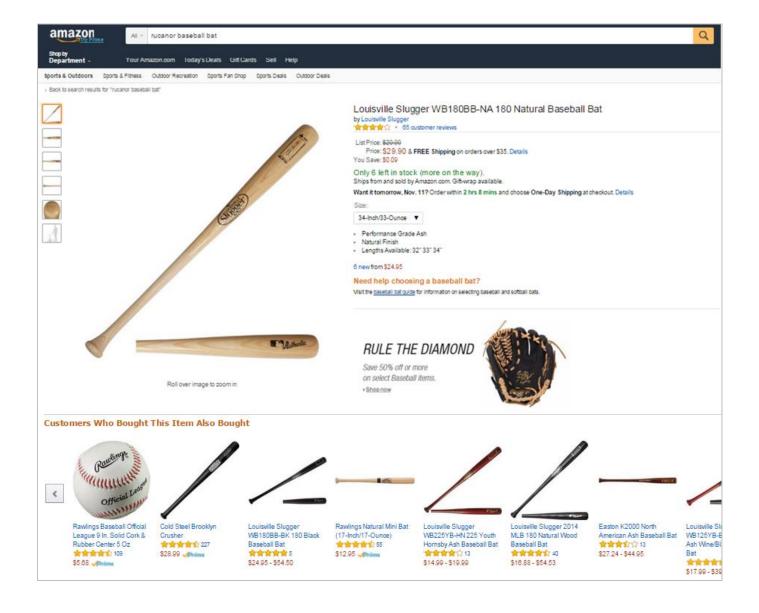
TOTAL CLICKS (WEBSITE & BLOG) 40,847

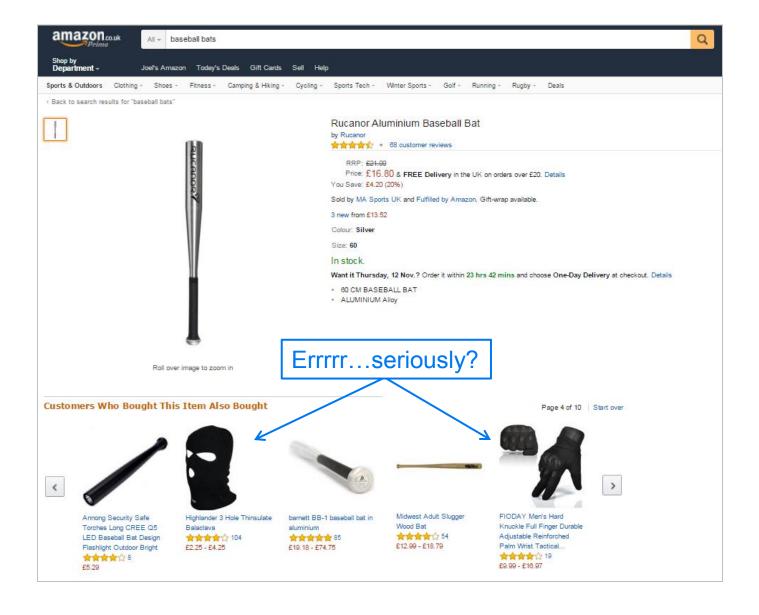
PAGE IMPRESSIONS 3.053.602

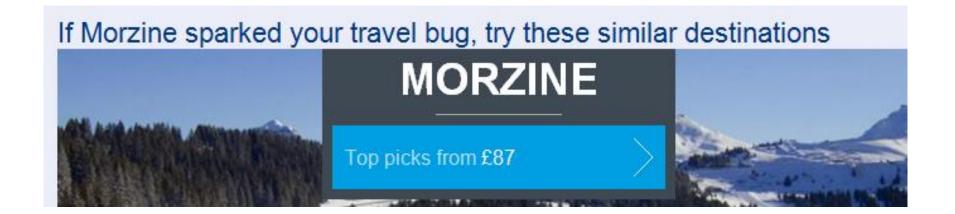
TOTAL COST PER POST ENGAGEMENT € 0.08





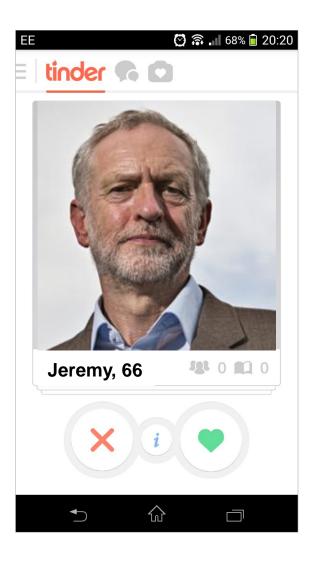




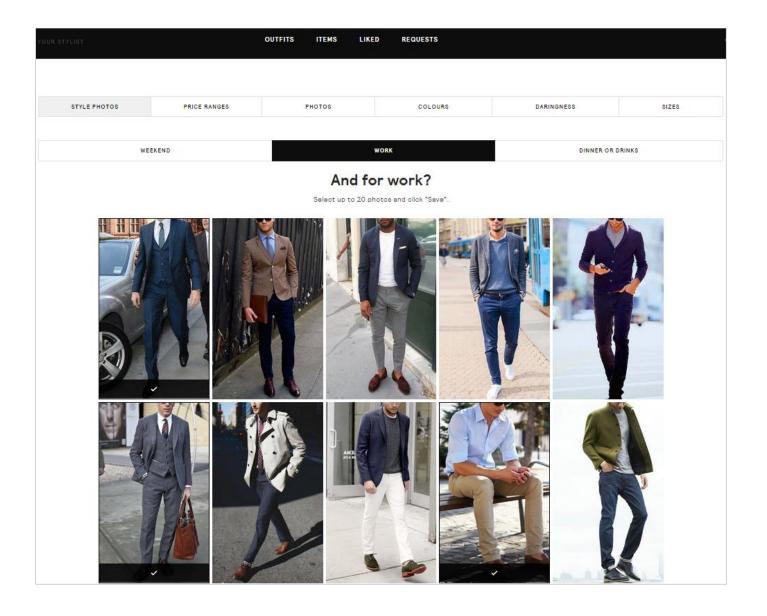


Average open rate 3 x standard email if you get it right

Can We Learn From **SOCIAL**?



Can We Learn From **FASHION**?



And Deliver It For Travel?











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Why Travelzoo?



Trust

Our members trust us and that trust equity extends to you



Support

Leverage our team's expertise



Endorsement

We only endorse credible brands



Awareness

We connect you with our high-quality audience



Results

Our unique process drives proven results



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travelzoo.com



