The **#FutureofTravel** is at The Beach

Mytle Beach south carolina

MARKETING UPDATE & CELEBRATION



PRESENTED BY

Thank you! To all of our sponsors



PHILOSOPHY





CATHEDRAL THINKING

Pursuing an ambitious goal or idea that might require several generations (or administrations) to complete. We're working hard in the present to build a foundation in service of the future of The Beach.





OBJECTIVE



OUR LONG-TERM GOAL

To position the Myrtle Beach area as a year-round destination of 60 miles "beach plus" among high value travelers who spend more, book earlier, stay longer, and return more often.







STRATEGY



CONTENT + EXPERIENCE + DATA

= WORLD DOMINATION!





OUR MARKETING TEAM













Diane Charno

VP, Brand & Communications Julie Ellis Public Relations Manager

Johanna Hodge Marketing Partnership

Program Manager

John Muse Video Producer / Photographer **Cori Hutslar** Website Manager





OUR MARKETING TEAM





Stuart Butler Chief Marketing Officer



Jen Brunson Marketing Manager



Katie Hunter Content Coordinator



Chris Mowder Associate Creative Director





OUR EXTENDED TEAM



The best & brightest agency partners work as an extension of our team:







The **#FutureofTravel** is at *The Beach*

THE YEAR OF *She Seach* Diane Charno, VP Brand & Communications



THE YEAR OF THE BEACH THE STORY OF 2021



COMING OFF A DOWN YEAR

In 2020, the Grand Strand lost \$1.8 billion in Domestic Visitor Spending, which was a 34.6% decrease compared to 2019.







THE YEAR OF THE BEACH THE STORY OF 2021





CHALLENGES OF 'THE NEW NORMAL'

Throughout the year, we dealt with many challenges including changing pandemic conditions, workforce shortages, supply chain delays & inflation. 20210/07/07/07/





THE YEAR OF THE BEACH THE STORY OF 2021





RECORD-SETTING RECOVERY

Even with many headwinds, The Beach achieved record-setting marks in lodging performance, tourism spending & revenue, and air service growth.

• #1 in U.S. for Hotel Revenue Recovery





THE YEAR OF THE BEACH MARKETING HIGHLIGHTS



SOUTH CAROLINA





HIGHLIGHTS BRAND LAUNCH



SOUTH CAROLINA

NEW BRAND WELCOMES EVERYONE TO The Beach

We rebranded the area as simply "The Beach". The brand promotes belonging and welcomes everyone to find their place along our 60 miles of shores and 14 unique communities.







SEASONAL CAMPAIGNS



5-SEASON APPROACH

We ran a robust marketing program that included five seasonal campaigns, as well as promotions targeting highvalue travelers and segments including:

- Leisure Travelers
- Non-stop Air Service
- Golfers

- Meetings, Groups & Sports Planners
- International Travelers







SEASONAL CAMPAIGNS SUMMER CREATIVE

THE BEACH IS FOR YOUR BEST SELF

New creative designed for TV and OOH showed people exactly how many miles they were from where they belonged, and fresh digital campaigns highlighted real people enjoying The Beach.





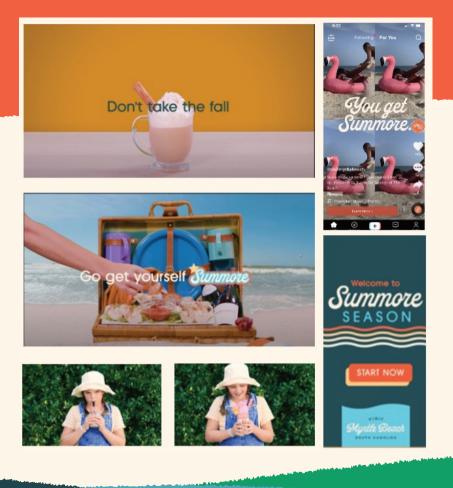


untle Beach

SEASONAL CAMPAIGNS FALL CREATIVE

SUMMORE SEASON

We invited visitors to "some more" of everything they love about the summer season at The Beach and ditched traditional "fall" fare with an attention-grabbing video series. These eye-catching videos were a success both in paid media & on our social channels.







SEASONAL CAMPAIGNS HOLIDAY CREATIVE

SEASONS BEACHINGS

In preparation for the new Winter Wonderland at the Beach event, our holiday campaign included a printed holiday guide with activities and events from all over the Grand Strand, a fun "12 Days of Beachmas" TV spot and paid efforts in linear TV, digital, social and search.







HOLIDAY LIGHTS SHOW, ICE SKATING & MORE!

Murtle Beac



2021 HIGHLIGHTS PARTNERSHIPS

NISIT Myrtle Beach SOUTH CAROLINA

Collaborative activations, promotions and partnerships with top brands and events extended our reach beyond traditional tourism marketing channels to national audiences and retail channels.







PARTNERSHIPS SPORTS PROGRAM



#NTTW2022

- 5-year, multi-million-dollar deal with JMI & PlayFly Sports
- Media partnership with ESPN & V Foundation
- Opportunity for partners to participate in co-op programming with major brands like Ford, Pepsi, BMW and PNC.





2021 HIGHLIGHTS SPORTS PROGRAM



SOUTH CAROLINA

MYRTLE BEACH







PARTNERSHIPS GOLF PARTNERSHIP

- Together VMB and Golf Tourism Solutions collaborate on advertising, content development, social media and more, all targeted to golfers looking to visit the "Golf Capital of the World"
- GTS-produced "The Charlie Rymer Show" aired on CBS Sports and featured Rymer with high-profile golfers, musicians, etc.



VISIT

Beach







GROUP TRAVEL GROUP TRAVEL HIGHLIGHTS

- Hosted 3 in-person trade shows: Sports Express, Meetings Today Live and Accent East.
- Attended 40 trade shows including ABA, Connect Marketplace, HelmsBriscoe ABC, IPW, Travel South International & Sports ETA.
- Added new virtual site inspection tours through Threshold 360 for TIP investors & local venues.









GROUP TRAVEL ESPORTS INITIATIVES



- Completed eSports feasibility study with AECOM
- Visit Myrtle Beach has become a title sponsor of events such as eNASCAR College iRacing Series
- Targeted opportunities with collegiate eSports groups and beyond
- Hosted FAM tour in early 2022 with top eSports organizers and planners





EARNED MEDIA HIGHLIGHTS



The public relations team executed a comprehensive earned media plan to stay top-of-mind and gain interest from national media in 2021.

The pandemic created challenges when it came to hosting media, so the team pivoted to create innovative virtual media missions and FAM tours.



Media Impressions



22,000 Media Clippings

Media & Influencer Visits





EARNED MEDIA ACCOLADES



#NTTW2022

- #1 Fastest Growing City In US US News & World Report
- 3rd Top City Job Seekers Are Flocking To Realtor
- 6th Most Desirable Places to Live in US Yahoo!
- 10 Best Romantic Food Destinations Eat This, Not That!
- 2021 Travelers' Choice Award TripAdvisor
- America's Best Beach Towns for 2021 Travel Pulse
- 15 Best Affordable Beach Vacations in America Reader's Digest
- Top 25 Festive Christmas Town for the Holidays Travel + Leisure
- Best Dog Friendly Beaches in the US Travel Awaits
- Top 25 Beaches in US TripAdvisor
- 10 Best Summer Vacations in US for Families USA Today 10BEST
- Best Small Airport USA Today
- Best Places to Retire in S.C. US News and World Report
- 10 Autism-Friendly Family Vacation Spots USA Today





2021 HIGHLIGHTS MORE HIGHLIGHTS

For more about all the exciting initiatives that made this The Year of The Beach:

- Visit our website at MyrtleBeachAreaCVB.com
- Read the 2021 Annual Report
- Follow us on social media:
 - @MyrtleBeachAreaCVB
 - @mymyrtlebeach on Instagram
 - @mymyrtlebeach on Twitter
 - @visitmyrtlebeach on TikTok



Welcome to Myrtle Beach Area CVB Partner Connect

The Myrde Back Area Convension & Valuer Barrar's goal is to drive elsione derivane resonantially benefit the Gaud Stream organic. Travision is the largest segment of the Gaud Stream Generative manufacturing (21). I Million to use accommon and employing or 20 Million of the working together on grow toution, we build a berner community (



#NTTW2022



THE YEAR OF THE BEACH MARKETING IMPACT



SOUTH CAROLINA







THE POWER OF MARKETING



When it came to recovering from the economic impact of COVID-19, data shows that destinations which were willing to invest marketing dollars sooner recovered more quickly.

Visit Myrtle Beach was on the leading edge of this effort to spend early and often. As a result, The Beach reaped the rewards with strong recovery in hotel occupancy & revenue, consumer spending & tax revenues.





2021 MARKETING IMPACT THE POWER OF MARKETING



Percent Change in Hotel Occupancy

2021 vs 2020



SC NC GA FL

Source: SCPRT

#NTTW2022



THE POWER OF MARKETING



Thanks to our marketing efforts, both interest in visiting Myrtle Beach and likelihood to visit increased this year.

3.2x More arrivals from those with Ad Exposure to MB

Source: Arrivalist

36%

Recall seeing an ad for Myrtle Beach in past 6 months Interested in visiting after seeing a VMB ad

62%

Source: MMGY







2021 MARKETING IMPACT BY THE NUMBERS





Paid Media Impressions Visit Myrtle Beach Ads



Ad Exposure Arrivals Lift

People exposed to VMB marketing were 3 times more likely to visit The Beach



Partner Referrals VMB Web & Marketing Directed Traffic



Direct & Influenced Partner Bookings VMB Marketing Tracked by Flip.To



Earned Media Impressions PR valued at more than \$238M



Website Visitors VisitMyrtleBeach.com



Social Media Fans One of top destination followings in the world 256к

Group Room Nights Definite Room Night Bookings



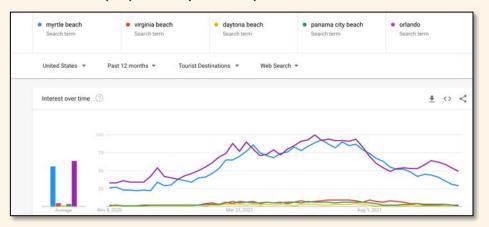


2021 MARKETING IMPACT POPULARITY GROWTH



#NTTW2022

The Beach ranked #1 among our competitive set in search demand and had strong performances in search popularity on top OTAs in 2021.



TripAdvisor

- #1 for June Domestic Searches
- 3rd Most Popular Summer Destination
- 3rd in U.S. for May Domestic Searches
- 4th Most Popular Fall Destination
- 4th Most Popular for Labor Day Weekend
- 8th U.S. Destination by Traffic (Sept. YTD)
- 11th U.S. Destination Most Viewed by Travelers 2021
 TripTik
- 3rd Most Popular for Memorial Day Weekend

Trivago

• 4th Top Destination for March

Expedia

7th Most Popular Thanksgiving Week Destination



2021 MARKETING IMPACT MYR HAS RECORD-SETTING YEAR

• Honored as #1 Airport in U.S.

"#1 Best Small Airport" USA Today & "TSA Airport of the Year" for Small/Mid-Size

• Set S.C. record for passengers in a month

More than 500k passengers in July, most ever for an S.C. airport in a single month.

- New service from Southwest Airlines Year-round service from leading low-cost carrier added in March
- Added 10+ new routes

Serves more than 50 nonstop destinations - more than any other airport in S.C.





Aurtle Beach

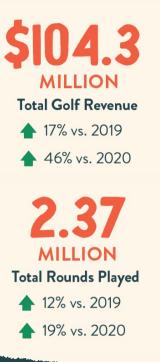


2021 MARKETING IMPACT GOLF ROUNDS BOOM





Golfers flocked back to The Beach in record numbers, driving rounds and revenue over pre-pandemic levels.





#NTTW2022



GROUP TRAVEL BOUNCES BACK



After a year full of cancellations and restrictions, group travel opportunities began to return in 2021.

The VMB group sales team worked diligently to adapt to the new normal, exceeding goals for room nights leads and definite room nights booked.



345к

Room night leads 256K Definite room nights booked 599 Group leads

generated

#NTTW2022



2021 MARKETING IMPACT SPORTS TOURISM GREW



Thanks to the efforts of the Myrtle Beach Regional Sports Alliance – combining VMB, the City of Myrtle Beach and various sports stakeholders – sports tourism generated **\$146 million in direct spending** in 2021 in the City of Myrtle Beach alone.







THE BEACH LEADS IN RECOVERY

Unlike many destinations that are still working to recover, the area had a record-setting tourism year that demonstrated the resiliency and popularity of The Beach.

- #1 in U.S. for Hotel Revenue Recovery
 Top market for hotel RevPAR recovery in 2021
- Key Lodging Metrics up over 2020 and 2019 Both for traditional hotels and vacation rentals



SOUTH CAROLINA

#NTTW2022

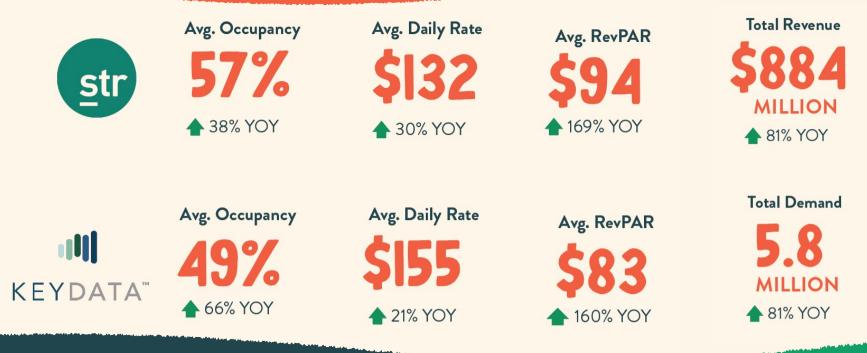
Source: STR





2021 MARKETING IMPACT HOTEL RECOVERY BREAKDOWN









2021 MARKETING IMPACT SPENDING HITS ALL-TIME HIGH



#NTTW2022

When more people visit The Beach, more people spend at The Beach.

According to VISA, Domestic Visitor Spending was up 58% year over year, while Horry County gross sales rose 26% to \$15.9 billion in 2021.





2021 MARKETING IMPACT TAX REVENUES SET NEW MARKS



Thanks to a record year for tourism along the Grand Strand, tax revenues also reached all-time highs in 2021.

\$31.7 MILLION Accommodations Tax \$88% YOY \$40 MILLION Tourism Development Fee 42% YOY \$35.7 MILLION Hospitality Tax 267% YOY

Source: S.C. Department of Revenue





2021 MARKETING IMPACT INDUSTRY HONORS

Visit Myrtle Beach's marketing programs were recognized with the the industry's most prestigious honor — US Travel's Destiny Award for Best Integrated Marketing Campaign where we beat out finalists Orlando and St. Petersburg for top honors.







2021 MARKETING IMPACT INDUSTRY HONORS

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But we're not going to stop there...







2022 OUTLOOK THE YEAR AHEAD



BRIDAL COLLECTIC





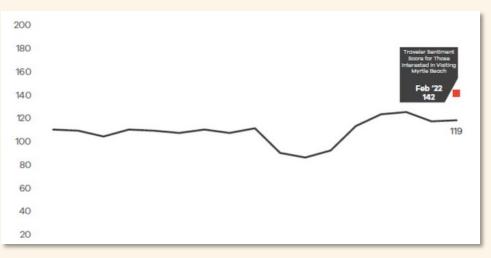
2022 OUTLOOK DEMAND REMAINS HIGH



MMGY's Traveler Sentiment Index (TSI) shows that Myrtle Beach is outperforming the country but is lower than earlier peak.

What does that mean?

We believe 2022 visitation will likely fall somewhere between 2019 and 2021.



Source: MMGY Portrait of American Traveler





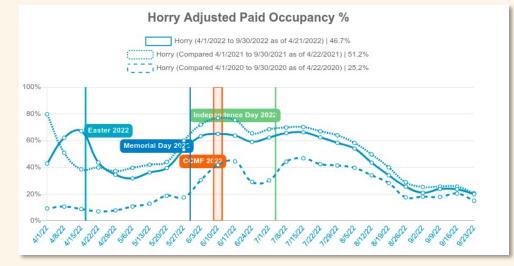
2022 OUTLOOK OCCUPANCY PACING



Based on occupancy forecast data, we can see that booking pace is slowing compared to 2021.

Why is this?

- People may be less interested in travel
- People have fewer means to travel
- Destination competition has increased



Source: KeyData





2022 OUTLOOK MARKETING PLAN



SOUTH CAROLINA



2022 MARKETING INVESTING IN DATA



We're committed to a data-driven approach to our marketing that allowed us to:

- Created a robust measurement strategy
- Use Real-time insights to adjust on the fly
- Optimize current targeting & marketing efforts
- Maximize return on marketing investments
- Learn lessons to inform future campaigns

LUCKIE







2022 MARKETING PLAN KEY MARKETS

Myrtle Beach

Our 2022 marketing will reach regional, national and international audiences. All markets will be evaluated and refined seasonally based on latest available data.

Albany

- Atlanta
- Augusta
- Baltimore
- Bluefield/Beckley/Oak Hill
- Boston
- Buffalo
- Charleston/Huntington
- Charlotte
- Chicago
- Cincinnati
- Cleveland
- Columbus OH
- Dallas
- Denver
- Detroit

- Greensboro/High point/Winston-Salem
- Greenville/New Bern/Washington
- Harrisburg/Lancaster/Lebanon/York
- Hartford
- Houston
- Indianapolis
- Jacksonville
- Johnstown/Altoona
- Kansas City
- Knoxville
- Lexington
- Louisville
- Miami
- Milwaukee
- Minneapolis
- Nashville

- Norfolk
- New York
- Orlando
- Parkersburg
 - Philadelphia
 - Pittsburgh
 - Raleigh/Durham
- Richmond/Petersburg
- Roanoke/Lynchburg
- St Louis
- Syracuse
- Tampa
- Tri-Cities-TN-VA
- Washington DC
- Wheeling/Steubenville
- Wilkes Barre/Scranton
 - Youngstown







2022 MARKETING PLAN AUDIENCE TARGETING





HIGHER VALUE VISITOR

As we developed the brand, we sought to be more selective with our audience to target guests who book earlier, stay longer & spend more.





2022 MARKETING PLAN AUDIENCE TARGETING





CORE SEGMENTS

- Families & Couples
- Multi-Generational
- Empty Nesters
- Younger Generation
- Sports Groups
- Meeting Planners
- Tour Groups
- Reunion Groups

- Destination Weddings
- Budget Travelers
- Watersports Enthusiasts
- Girlfriend Getaways
- Foodies
- Cultural Connoisseurs

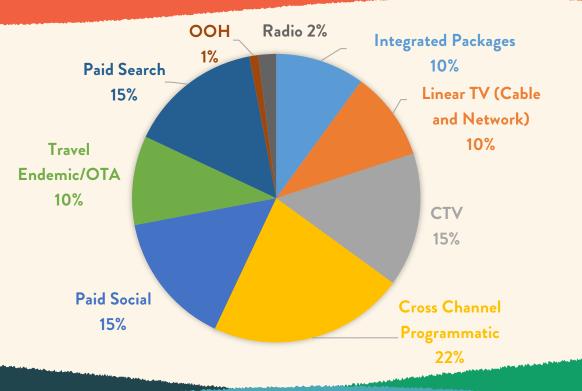
#NTTW2022



2022 MARKETING PLAN MEDIA MIX



Leisure visitor targeted advertising includes a combination of always-on brand messaging and 5 seasonal campaigns.



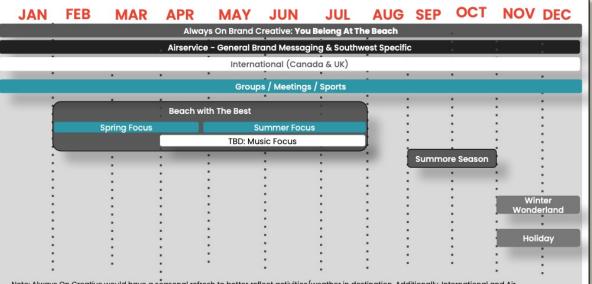




2022 MARKETING PLAN CAMPAIGN MESSAGING SCHEDULE



In addition to the five seasonal campaigns targeting our core audience segments, we've also included an **"Always On**" layer of brand creative to keep The Beach branding strong & top of mind.



Note: Always On Creative would have a seasonal refresh to better reflect activities/weather in destination. Additionally, International and Air service will have campaign specific messaging updates to further align with leisure creative.





2022 MARKETING PLAN 'ALWAYS-ON' MESSAGING









2022 MARKETING PLAN CREATIVE CONCEPTS









2022 MARKETING PLAN SUMMER CAMPAIGN CONCEPT

Beach HEBEST

People at The Beach just beach better. You know why? Because they beach at Myrtle Beach. Get to know how we do things at The Beach, where everyone knows they can celebrate their best self.



















THE FUTURE OF The Beach

- Our marketing campaigns are just the start of what we have in store this year...
- Groundbreaking approach to digital content Breaking new ground for DMO media production
- A commitment to Sensory-Friendly Travel The first-step in a multi-year "Beach for everyBODY" DEI initiative
- An innovative new website experience Featuring state-of-the-art personalization, user experience & content
 - Cutting-edge Customer Data Platform Leveraging first-party data to enhance marketing effectiveness

- » Supporting The Arts
 - Community engagement, trails & public art projects
- » Crafting Coastal Cuisine Innovative ideas for promoting a culinary culture

 - Myrtle Beach Beats Spreading our sound beyond The Beach
 - Celebrating 100 years with Haribo Creative cross-promotion with an iconic brand





2022 MARKETING PLAN COMMUNITY INITIATIVES

Keep Myrtle Beach Beautiful

Work together with community leaders to make our destination clean and safe.

- Supporting Arts Council Support local artists, performers and makers to enhance the cultural scene
- Community Engagement Council

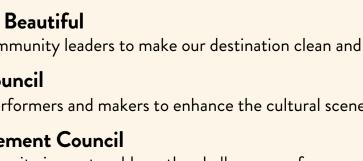
Play a role in the community issues to address the challenges we face

Partnership Grand Strand

New Chamber foundation will focus on 4 pillars: economic diversification, workforce talent, downtown revitalization, and scaling transportation infrastructure

Tourism Works For Us

Foster a sense of pride in our community & gratitude towards tourism industry





urtle Beach



The **#FutureofTravel** Matters

WHY WE'RE HERE...

National Travel and Tourism Week 2022 recognizes the #FutureOfTravel and the industry's important role in bringing back our vibrant communities, serving as a local and global economic driver, rebuilding our workforce and reconnecting America.





THE FUTURE OF The Beach

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WARKETING IN 2022 WHAT IS GREAT MARKETING?



CHALLENGES THE STATUS QUO IS OBSESSED WITH THE CUSTOMER





MARKETING IN 2022 CHALLENGES WE FACE



Gatekeepers Gonna Gate

Companies like Amazon, Facebook, Google, etc. control major distribution platforms and as they grow, so does complexity, effort and marketing costs.







MARKETING IN 2022 CHALLENGES WE FACE



Fragmented Media Consumption It's more difficult to gain someone's attention, which means we need to create a more compelling connection through content.







MARKETING IN 2022 CHALLENGES WE FACE



Audiences Are Avoiding Ads Rise of ad blocking tools, audiences programmed to tune out ads make it increasingly difficult to reach your intended audience.





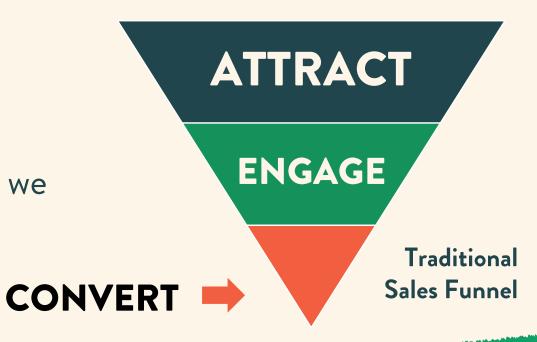


MARKETING IN 2022 THE FUNDAMENTAL PROBLEM



The traditional funnel is outdated and linear.

We need to rethink how we build relationships.





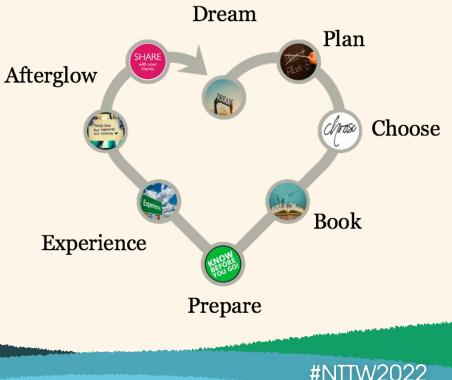


A MODERN APPROACH



We must connect with the consumer throughout their buying journey and carry on an ongoing conversation that continues throughout a variety of touchpoints.

In order to be effective, marketing must be cohesive in its strategy and messaging across a variety of channels, platforms and devices.



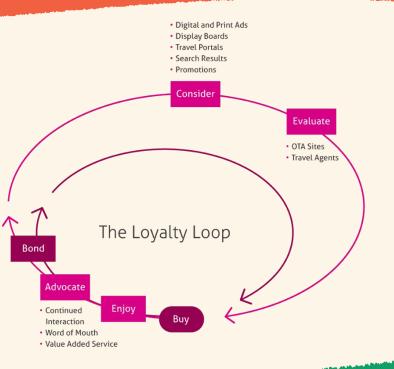


MARKETING IN 2022 THE LOYALTY LOOP

The relationship with the consumer is a constant, ever evolving journey.

If we build enough positive sentiment, we create loyalty, which becomes advocacy.









BRANDED ENTERTAINMENT



The key to finding an audience in modern marketing is to create content and experiences designed around promoting your brand that people actually want to engage with.







MARKETING IN 2022 BRANDED ENTERTAINMENT





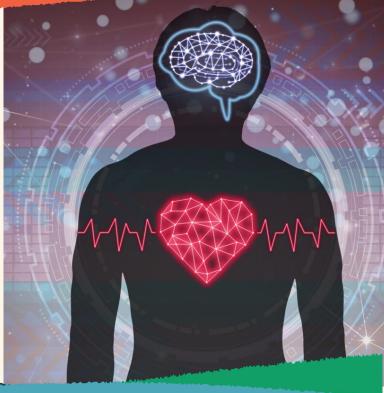


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coinbase

LEGO









THE FUTURE OF THE BEACH REDEFINING DMO MARKETING

Myrtle Beach south carolina

Visit Myrtle Beach is working to become a lifestyle brand & media company. This non-traditional approach to the DMO space includes innovative initiatives in PR, partnerships & content.











THE FUTURE OF THE BEACH BECOMING A LIFESTYLE BRAND

Myrtle Beach south carolina

#NTTW2022

The places you visit, the clothes you wear, the media you consume, and the causes you support say a lot about you. Our brand extensions will include:

Media Production
Merchandise

Mobile TourSocial Challenges



SOUTH CAROLINA

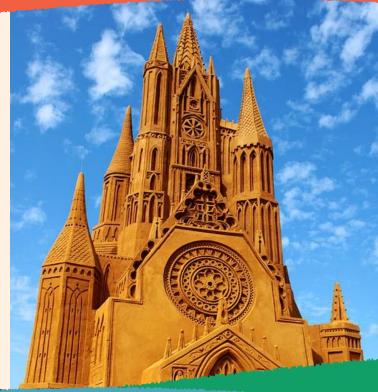




THE FUTURE OF THE BEACH CATHEDRALS WE'RE BUILDING



Cutting-edge Data Infrastructure
World-class Web Experience
Dominating sensory-friendly travel
Creating a Media Empire





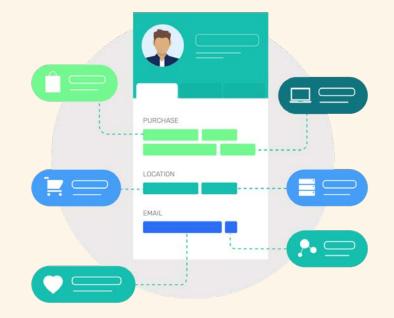


THE FUTURE OF THE BEACH FIRST-PARTY DATA



We are looking to develop a Customer Data Platform (CDP) that combines data across all touchpoints.

- Develop robust demographic, psychographic, and behavioral model of Myrtle Beach consumers
- Integrate all first, second, and third-party data sources into a centralized consumer database
- Leverage and syndicate data to enhance paid-media targeting and effectiveness



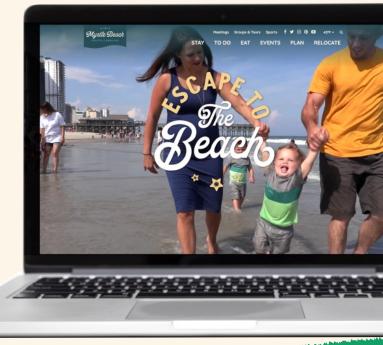




THE FUTURE OF THE BEACH WORLD-CLASS WEBSITE



Create a comprehensive resource for consumers to discover the Myrtle Beach area and to research, plan, book, anticipate, enjoy, share, and remember their trip to The Beach.







THE FUTURE OF THE BEACH SENSORY-FRIENDLY TRAVEL



- Did you know? 80% of families with a member on the Autism spectrum do not travel...
- Partnership with Champion Autism Network and TravelAbility, Visit Myrtle Beach is working to promote sensory-friendly travel
- New pledge initiative launched in April
- Beach is for everyBODY effort is a wider initiative toward better DEI support







THE FUTURE OF THE BEACH SENSORY-FRIENDLY TRAVEL



- We are creating a children's book featuring "Maris the Pirate Parrot", bringing sensory joy to vacationing children. The book will be authored and illustrated by Lynda Farrington Wilson.
- Working to create a sensory-friendly advisory panel for the Grand Strand.
- Partnering with Champion Autism Network for a podcast about autism & travel
- Hosting influencers for trips to The Beach











THE FUTURE OF THE BEACH BRANDED ENTERTAINMENT

Margaritas Playlist





Foster





THE FUTURE OF THE BEACH YOUTUBE CHANNELS



Visit Myrtle Beach
Myrtle Beach Flavor
Myrtle Beach Beats
The Choice Fam







THE FUTURE OF THE BEACH MYRTLE BEACH EATS





On the Hook with Dylan Foster

Showcasing the freshest seafood in the country

Finding Our Flavor with Johanna Wilson Jones

Discovering what makes the Beach so unique

Adventures & Ales

Diving into unique experiences and local brews





THE FUTURE OF THE BEACH MYRTLE BEACH BEATS



• Tourist Karaoke with Julio Navarro

A Beachy twist on the karaoke craze

Sunrise Sessions

Exclusive and intimate performances from local artists

MyrtleLive Music Minute

The bands and venues that make the Beach music scene







THE FUTURE OF THE BEACH PODCASTS

Myrtle Moms with Margaritas

Hot Takes & Cold Drinks with VMB's own Jen Brunson

Sports Stories from The Beach

Tales behind athletes, events & personalities with ties to the area

Sunrise Stories

Stories about struggle & new beginnings told oceanfront

• CAN You Travel?

Tales of travel from and for families touched by sensory disorders. Useful insights into life on the spectrum, in partnership with CAN.



COLD DRINKS. HOT TAKES.





TELEVISION



• Charlie's Place

Scripted drama based around nightclub & Ocean Forest Hotel

Traveling on the Spectrum

Docuseries following families with members on the spectrum







Thank you! To all of our sponsors



NATIONAL TRAVEL & TOURISM WEEK

