# **visitBelfast**



# City Recovery Marketing Campaign Update

# Campaign Approach

- £300k budget made available by BCC to support city centre marketing campaign
- Campaign brief developed through a stakeholder steering group inc. BCC, Visit Belfast, Belfast Chamber, Belfast One, Destination CQ, Hospitality Ulster, Translink, Retail NI, CastleCourt and Victoria Square
- Design and deliver a fresh new campaign approach targeting the local day trip market up to 60 minutes drive time
- Intensified periods of integrated campaign activity (May/June and July/August)

# Campaign Objectives

- Re-engage local consumer interest through positive messages
- Uplift image and attractiveness of Belfast city centre as a premier retail and day trip destination
- Promote unique experiences, great value and access
- Maximise campaign reach and penetration to audience segments and selected geographic locations
- Address perceptions and provide strong reasons to come to Belfast

For a city like no other... make it Belfast.

For shopping trips to treasure with special gifts... Fashion and treats, with a choice of the best shopping experiences... make it Belfast.

For inspired cuisine at award winning restaurants, Delicious street food and vibrant markets... make it Belfast.

For high points on rooftop bars and surprises around every corner... make it Belfast.

For days you don't want to end... make it Belfast





'make it Belfast' campaign tool kit shared with all business to further strengthen and add value to the campaign

# Collateral

- A4 and A3 posters (pdf)
- 300x500mm strip advert
- 'make it Belfast' lock up in various colours
- Square social posts (utilising campaign photography)
- Email footer

Utilising City shopkeepers. Sales assistants and service providers to show personal engagement and special moments:

For a cut above the rest Barber Shop

For shopping trips to treasure Gift Shop

For well-heeled soulmates Shoe Shopping

For fitting shopping experiences Bespoke Tailoring

For a day filled with high points Rooftop bar/Restaurant

For days you don't want to end Eating Out

# Media Channel Mix

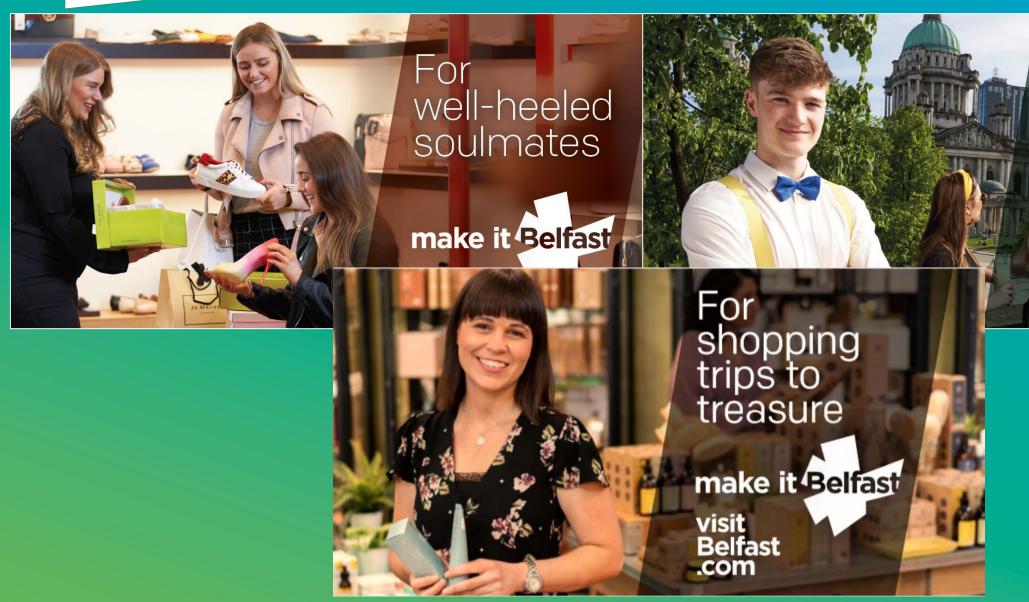
Channels	Detail	Targeting
Out of Home	48 sheets Bus T sides	Located roadside targeting commuters within 60-mins journey time Primarily deliver a central, urban-based audience on public transport routes, within 60-mins journey time
	Adshel	Ubiquitous across arterial routes in the Greater Belfast and public transport routes, within 60-min journey time
Door Drop	Mini leaflet brochure	Ballymena, Antrim, Larne, Carrickfergus, Newtownabbey, Holywood, Bangor, Newtownards, Lisburn, Lurgan, Portadown & Newry
Press	Advertorial & full page	Belfast Telegraph   Newsletter   Irish News   Daily Mail Ulster Star   East Antrim Times   Banbridge Leader   Co Down Spectator   Newtownards Chronicle Mourne Observer   Co Down Outlook   Down Recorder   Ballymena Times   Ballymena Guardian   Portadown Times   Lurgan Mail   Anderstown News   North Belfast News   South Belfast News
Radio	30 second radio Outside broadcast	CoolFM   U105 (and U105 outdoor broadcast 24 May)
Digital Film	YouTube / Programmatic Facebook / Instagram	Audience profiling and geo-targeting (up to 60-mins journey time)
Digital Content	Native: Taboola / Gemini Facebook / Instagram	Town targeted, age profile and family status defined audience Town targeted, up-market age and interest profile audience

# visitBelfast

	May			June				July				August					
	6	13	20	27	3	10	17	24	1	8	15	22	29	5	12	19	26
	C	10	C1	11	(	C12	2 C13		C14		C15		C16		C17		C18
ООН					F	OC											
Radio																	
Radio OB			24 <sup>th</sup>														
Digital Film																	
Direct Mail																	
Digital Content																	
Press																	
PR		Always on															
Social		Always on															

48 Sheet

visitBelfast



For a day filled with high points

make it Belfast

visit Belfast .com









T-sides

visitBelfast



# Digital Display Advertising













Advertorial coverage in regional papers across the target geographic market, and 4 NI daily newspapers Combined Advertorial Reach: 210,000 & 629,000

# Belfast Telegraph



From much-loved high street stores packed with style, to new and established restaurants opening their doors to global and local cuisines, or new street art making its mark on the city streets, Belfast is oozing with charm.

Maybe it's the variety of choice for shoppers, the abundance of delicious eateries or perhaps it's the warm welcome from the locals that keeps people coming back for more.

Whatever the reason, everyone's making it Belfast.

Take it from us!

#### First for fashion...

"Belfast is at the top of its game in the style stakes. Victoria Square welcomes thousands of customers each week to enjoy our high end and high street brands. It's great to see the centre bustling with shoppers and supporting local retail."

Michello Greoves, Victoria Square Centre Manager



"After almost 30 years' trading. CastleCourt is thriving with shoppers stocking up on style from the many high street and independent stores under its roof. CastleCourt continues to be Balfast's best-loved shopping centre and a must-visit destination for fashion."

Binder Tohani, Marketing Manager at CastleCourt



A feast for foodles...

"Belfast is a diverse place to live and visit and this is being reflected in the city's vibrant food some. The city is thriving with everyone lean to have a taste of Belfast."

Tony O'Neill, Co-Owner, Coppi & Buba

"With Belfast recently being named the world's Best Food Destination, we're now up there with acclaimed global food destinations. Now is the time to visit and take a bite out of Belfast." Niall McKenna.

Owner and Chef of James Street South Group

"Belfast is a melting pot for cliners looking to taste some of the finest food in the UK and ireland. We're at the cusp of a real food revolution and it's an exciting place to be elebtrone."

Michael Deane, Owner of Deanes Belfast

Home to local business for generations...

"We've been in business for over 120 years and have had the privilege of serving generations of families throughout that time. Our great customers are the reason we are here. For us, there's nowhere quite like Belfast." Kleran Sloan,

Owner and Manager of Sawers

"Our business has really taken off thanks to the enthusiasm and loyalty of our customers. Belfast has warmly welcomed us and we will conclinue growing our family business." Brona Steenson,

Director of Steenson's Jewellers

"Since opening our Belfast store, the city has really embraced us as its traditional shoe store and it's a great city to be a part of. You could say Belfast is our perfect fit."

Robin Stewart, Chairman of Robinsons Shoemakers

"We've been styling Belfast for over 50 years and there's no botter city to be in. The support for local business here is fantastic and it's encouraging to see the continued growth of retail here in the city."

Chris Sultor, Owner and Tallor at Sultor Brothers



Getting here couldn't be easier...

Glide or rick into the city with Belfast's many rapid transport links for a stress-free day to remember. For park and ride options and bus and train times, visit translink could or pick your spot in one of Belfast's many our parks at Velibelfast com/carparks.

visitBelfast.com



No matter what you're looking for, you'll be spoilt for choice with Belfast's many luxury stores, its range of high street favourites and unique, independent boutiques.

While you're here, why not discover the city and find a piece of it that is uniquely yours? With so much to offer that can only be found in Northern Ireland's capital, discover its hidden gerns and make Belfast YOUR city.

Getting here couldn't be quicker, easier or many park and ride facilities on the outskirts of the city, or erjoy the commission of hopping on a Transink frain or bus, with frequent services to Belfast. However you choose to travel, do it the stress free way and make a day of it.

## Make It Belfast today.

#### For shopping trips to treasure...

 Find the most up-to-date styles for all the family at the huge range of high street and independent shops in Castle Court. Get your fashion fix at Vila, Matalan or Schuh Kids, pick up new homewere at Debenhama, or transport the family into a world of wonder at The Entertainer or Hawkin's



- Visit Victoria Square, home to over 70 fabulous stores and cetaurants, and find your unique look with the help of Victoria Square's resident personal stylist. Anchored by the House of Fraser department store, Victoria Square features four lovels of luxury brands including the only Apple Store on the Island of Ireland.
- Peruse the stalls at St George's Market and feast your eyes on the finest fresh produce and local crafts whilst soaking up the atmosphere of Belfast's oldest Victorian market.
- A trip to Belfast isn't complete without a visit to the city's main shopping district, Donegail Place, which is home to everything from big brand chain stores and bijou boutliques to gournet coffee shops.
- Keep it in the family by shopping at some of Belfast's best independent and family-run retailers...



 Avoca Befraet is a boautiful Aladdin's case of gifts and homeware. Sports fans can get kitted out in style at 88 Moore Sports, whilst fashionistas can shop their unique style at Liberty Blue or find a style out from a different cloth at Sulter Brother's Talloring.



## Tantalise your tastebuds.

 Enjoy a feast with all the family at The Chubby Cherub, Nandos or TGI Pridays, or take advantage of the city's pre-theatre menus and Stones.

### Take in the views...

 See Belfast in high definition at the Grand Central Hetel's Observatory bar. Savour the stunning cityscape with an indulgent afternoon toal in the sky, or wait rooftop favorities, The Perch, or The Loft at Ten Square.

#### Own a piece of Belfast...

 Take home a piece of Belfast with a unique piece of art from Studio Souk, home to over 85 local community artists, or Wrapped Up in CastleCourt.

Getting here couldn't be easier...
For park and ride options and bus and train times, visit transink.co.uk, or pick your spot in one of Belfast's many car parks at visitbelfast.com/corparks.

visitBelfast.com

Regional Advertorial

# visitBelfast



From traversing the city's many shopping areas by foot. to picnicking in the plush grounds of Belfast City Hall or relaxing with a drink at one of Belfast's many watering holes, there's plenty to discover.

With an exciting calendar of events happening in the city. Make It Belfast today.

#### Your guide to the best events in Belfast

- Belfast Spring Continental Market, 23–27 May, Grounds of Belfast City Hall Avariety of delicious tasty treats await as you take a culinary journey exploring produce from home and across the globe
- Belfast Titanic Haritime Festival. 25-27 Hay, Queen's Quay & Titanic Quarter Enjoy a bumper-packed weekend full of maritime-themed family fun, food and frolics, and enjoy the splendor of the magnificent Tall Ships.
- · Nashville in Belfast, 12-16 June, Various Venues Celebrate Belfast's connection to sister city Nashville with a jam-packed programme of events showcasing our shared love of food, film, history, music and craic.
- · Orangefest, 12 July, Various Venues Join thousands of people as they celebrate The Twelfth, a festival which showcases aspects of Uister's rich heritage and culture.

For shopping trips to treasure, splash out at one of Belfast's main shopping precincts....

 Victoria Square Featuring over 70 international and local brand stores, shoppers can get their views of Belfast from the Iconic Dome. Square's resident personal stylist and create a brand-new look



 CastleCourt Home to a whole host of stores for a great family day out. From high street fashion for all the family including Hatalan and Schuh Kids, to novelty toy shops including The Entertainer and Hawk Razaar families will not lost in the



Donegali Place to everything from big brand stores and bljou boutiques to gournet offee shops.

fashion fix before taking in the pangramic For a head-to-toe makeover, visit Victoria



or pick your spot in one of Belfast's many car parks at visitbelfast.com/carparks.

 St George's Market Experience the wonderful atmosphere, live music and an amazing selection of stalls offering some of the finest local

## Meet the locals...

Keep it in the family by shopping at some of Belfast's best independent and family-run

- Sports fans can get kitted out at 88 Moore Sports, whilst fashionistas can shop their unique style at Liberty Blue or find a style out from a different cloth at Sultor Brothers.
- Take home the taste of Belfast with a trio to Sawers and be dazzled by Northern Irish jewellery design at Lunn's or Steenson's
- For a cut above the rest, visit Zack's Barbers or The Han Shack, Ladies can tend to their trasses at Androw Mulyanna or Dater Mark

#### Dine in...and out!

Nothing says summer like seafood. Dine on the freshest mouthwatering dishes at Mourne Seafood Bar or Deane's Love Fish or dine al fresco at The Ivery, Coppl or Buba.

Getting here couldn't be easier..

Glide or ride into the city with Belfast's many to remember. For park and ride options and bus and train times, visit translink.co.uk

visitBelfast.com

No matter what you're looking for, you'll be spoilt for choice with Belfast's many luxury stores, its range of high street favourites and unique, independent boutiques.

Savour the flavours of Belfast's burgeoning food scene and drink in the hospitality of the city at its many pubs and establishments

So what are you waiting for? Make It Belfast today.

Start the day the Belfast way with a hearty Uister Fry in the sophisticated surroundings of Harlem Café or gobble up freshly made breads and pastries at Aveca Café before discovering



Find the most up-to-date styles for all the family at the huge range of high street and independent shops in Belfast's best-loved shopping centre, CastleCourt Hiss Selfridge, New Look, Schuh Kids and many more.

Visit Victoria Square for over 70 fabulous stores and restaurants suitable for the whole family. Anchored by the House of Fraser department store, Victoria Square features four levels of luxury brands, high street stores and restaurants. For a day you don't want to end, catch a movie at the Odeon Cinema or discover paneramic views across the city from the loonlo dome



- At the weekends, peruse the stalls at St George's Harket and feast your eyes on the finest fresh produce and local grafts.
- A trip to Relifest isn't complete without a visit to Donegali Place, the city's main shopping district and home to big brand chain stores, bijou boutiques and gourmet coffee shops. Refuel with a mid-morning coffee at Café Parisien or the Bobbin Café
- Top offyour shopping experience with a trip to Queen's Arcade, Belfast's last surviving Victorian arcade currently under restoration. Check out Lunn's jewellers for a vast array of stunning

#### Afternoon

Take a break from shopping and enjoy a catch up with friends at Hadskis. a cosy data for two at Home, or a big family feast at Fratelli.

For an authentic Belfast shopping experience, keep it in the family by independent and family-run retailers...

Belfast

Compact in size,

a day in.

but uncompromising

in choice, Belfast is the

perfect place to spend

make it Belfast

in a day.

Sports fans can get kitted out in style at 88 Moore Sports in Chichester Street, whilst fashionistas can shop their unique or find a style out from a different cloth at Sultor Brothers Tailoring in Upper Arthur Street.

 Finish off the day with a sumptuous meal at one of Belfast's many eateries. For an authentic taste of the city visit Henry's. ding at the Michelin starred FIDIC or travel off the 'eaten' track to The Muddler's Club



Getting here couldn't be easier.

or pick your spot in one of Belfast's many oar parks at visitbelfast.com/carparks.

visitBelfast.com



No matter what you're looking for, you'll be spoilt for choice with Belfast's many luxury stores, its range of high street favourites and unique, independent boutiques.

Belfast's burgeoning food scene is host to an abundance of eateries. Whether it's lunch with the girls, a cosy date for two or a feast for all the family, Belfast has something to suit avervone's taste.

With so many experiences on offer that you can only find in Northern Ireland's capital, you'll not want the day to end.

#### So what are you waiting for? Make It Belfast today.

For shopping trips to treasure, visit Victoria Square's resident personal stulist and create a brand-new look with over 70 local and international



of wonder at CastleCourt, with a huge collection of toys and games at The curiosities at Hawkin's Bazaar, Cool kid can get kitted out in the latest footween at Schuh Kids before hopping along to

experience the magic of The Disney Store or get lost in a fantasy world at Forbidden

Skip down to Harper at The Herchant Hotel for an exclusive shopping experience. Harper is the jewel in the designer crown of Belfast fashlon, boasting designer brands such as Jimmy Choo, Miy Hiy and Christian Louboutin. Pick up your own piece of luxury for an unforgettable experience.

- Known as the Hecca for youth culture, Fresh Garbage has everything you need to create an alternative look.
- Become your own perfumer for the day and create your very own signature scent at Jo Malone in House of Fraser.
- Be dazzied by Irish jewellery design at Lunn's in Queen's Arcade or Steenson's Jewellers and pick out a piece that is modern, individual and unique.
- Step into an Aladdin's cave of culinary delights at Belfast's oldest deli, Sawers. Visit current owners, the Sloan family, who will put together a bespoke luxury gourmet hamper suited to your taste
- For a cut above the rest visit Zank's Barbers, The Man Shack or Jack's Barbers. Ladies can tend to their tresses at Andrew Mulvenna, Peter Mark or Bellaire Hair and



 See Belfast in high-definition at the Grand Central Hotel's Observatory bar and savour the stunning cityscape with your own indulgent afternoon tea in the sky.

- A city synonymous with music, check out Belfast Underground Records which is home to over 20,000 vinyl records. Pipi up a vintage record for a sound that will
- Take home a piece of Belfast with a unique piece of art or craft ware from Studio Souk whilst marveling at the artists in action in the open plan studio. Or visit Space CRAFT, the largest Craft Network in Northern Ireland selling craft, applied art and design by established and emerging artists



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visitBelfast.com

Daily Mirror Newsletter Irish News





# For shopping trips to treasure

Experience the warm welcome of Belfast and you'll be friends with the city forever.

No matter what you're looking for, you'll be spoilt for choice with Belfast's many luxury stores, its range of high street favourites and unique, independent boutiques.

Enjoy a day shopping international and local brands. You can browns Victoria Square - home to over 70 stores. Shoppors can get their fashion fix before taking in the panoramic views of Belfast from the iconic Dome. For a head-to-too makeover, Vinit Victoria Square's resident personal stylist and create a brand new look.

Or head to CastleCourt with a host of stores for a great family day out. From high street fashion for all to novelty toy shops, families will get lost in the wonder of CastleCourt.

Donegall Place – Belfast's main thoroughface is home to everything from big brand stores and bijou boutiques to gourmet coffee shops.



Meet the locals... Keep it in the family with Belfast's best independent and family-run retailers.

Sports fans can get kitted out at SS Moore Sports, whilst fashionistas can shop their unique style at Liberty Blue or find a style cut from a different cloth at Sultor Brothers.

Take home the taste of Belfast with a trip to Sawers and be dazzled by Northern Irish jewellery design at Lunn's or Steenson's Jewellers

For a cut above the rest, visit Zack's Barbers or The Man Shack whilst ladies can tend to their tresses at Andrew Mulvenna or Peter Mark.

With so much on offer that you can only find in Northern Ireland's capital, you'll not want the day to end.

So what are you waiting for?

Make It Belfast today

• <u>180,000 leaflets</u> distributed to geo-targeted households, key transport hubs and bus stations

# visitBelfast



Your guide to the best events in Belfast:

# Land of Legends

Until September

## Belfast Pride Festival 2019

Various venues 26 July - 4 August

# Bugsy Malone Grand Opera House

1-3 August

Paperboy Lyric Theatre 1 - 4 August

## Eastside Arts Festival

Various venues 1-11 August

#### Féile an Phobail

Various venues 1-11 August

# Lyric Summer School

Lyric Theatre 5-10 August

# Summer Twilight Market St. George's Market 6 and 7 August

## CHSQ

Custom House Square 8-25 August

#### The Miami Showband Story Grand Opera House

8-17 August

## **Broadway to Belfast**

The Mac 17 August

Belfast Vital Boucher Road Playing Fields 19 and 24 August

Belfast Mela Botanic Gardens 25 August

## **Belfast International Tattoo**

SSE Arena 6 - 7 September

For full list of upcoming events and shows see visitbelfast.com/whats-on

# For days you don't want to end

Belfast's burgeoning food scene is host to an abundance of eateries. Whether it's lunch with the girls, a cosy date for two or a feast for all the family, Belfast has something to suit everyone's taste.

For an authentic taste of the city visit Henry's, dine at the Michelin starred EIPIC, or travel off the 'eaten' track to The Muddler's Club.

Enjoy a feast with all the family at The Chubby Cherub, Nandos or TGI Fridays, or take advantage of the city's pre-theatre menus at Home restaurant, James Street or Stix and Stones.

Indulge in the full foodie experience at St George's Market (open every weekend Friday to Sunday). Shop an amazing selection of the finest local produce, arts and crafts. Plus come and experience the wonderful atmosphere and live

# For those high points

See Belfast in high definition at the Grand Central Hotel's Observatory bar. Savour the stunning cityscape with an indulgent afternoon tea in the sky, or visit rooftop favourites, Café Parisien, The Perch, Babel or The Loft at Ten Square.

For more information see visitbelfast.com/make-it-belfast

# Getting here couldn't be easier...

Summer smiles begin with these fantastic fares available to 31st August 2019

- Translink Family & Friends Ticket\* £19.
- Metro and Glider Family Day Ticket\* £750.
- . Ulsterous & Goldline return ticket for the price of a single.
- Enjoy 50% Off yLink bus and rail cash single tickets\*

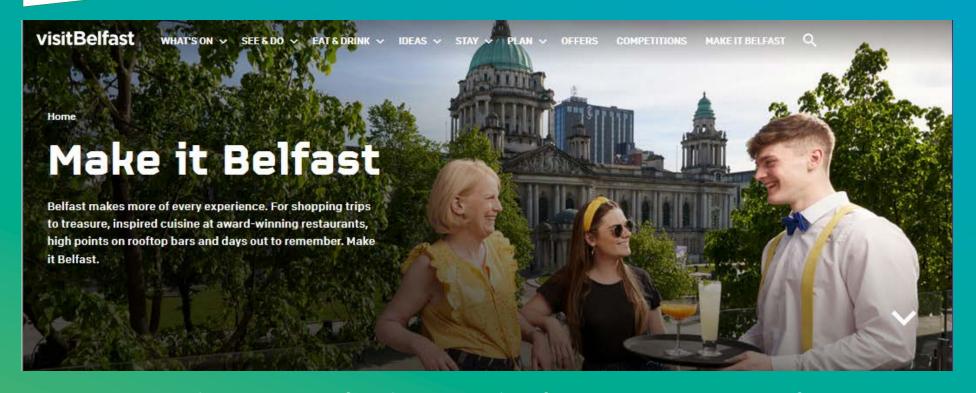
\*Conditions apply Forful desaits six visibleTascommone in beliast

Or pick your spot in one of Belfase's many carpadis. Find out more at visitoelfast.com/carparks.

visitBelfast.com



# Visit Belfast Digital Channels



Campaign heavily profiled on visitbelfast.com & Visit Belfast social media channels:

- 1,518,130 impacts (page views, impressions, email sent and search)
- <u>25,346</u> campaign page views

# visitbelfast.com

# Make it Belfast Content:

- Belfast in a Day
- Father's Day Gift Guide
- Unique Shops in Belfast
- Father's Day in Belfast
- Independent Shops in Belfast
- The Ultimate Belfast Shopping Guide
- Top Places for Lunch in Belfast
- Date Night Ideas
- Foodie Guide to Belfast
- Catch up with Friends in Belfast
- Belfast Family Friendly Restaurants
- Afternoon Tea in Belfast
- Getting Around Belfast
- Car Parking

# Shopping



Visitor Blo

# The Ultimate Belfast Shopping Guide

With two huge shopping hubs brimming with high street stores alongside many quirkier offerings, Belfast is a hive of activity for the busy shopper.

FIND OUT MORE



Visitor Blog

# Unique Shops in Belfast

Belfast is home to brands you can't get anywhere else in Northern Ireland. Here's the big chains and exclusive stores you don't want to miss.

FIND OUT MORE



Visitor Bl

## Gift Shopping Guide

Whether it's a souvenir from the city or something for a special occasion, Belfast has the perfect gift for everyone in the family.

FIND OUT MORE

# Food & Drink



**Visitor Blog** 

# Top Places for Lunch in Belfast

Looking for some inspiration for lunch? Grab a quick bite or leisurely meal on your lunch break in Belfast City Centre.

FIND OUT MORE



**Visitor Blog** 

# **Date Night Ideas**

Discover date night ideas in Belfast. From intimate restaurants to lively shows and theatre, there's something for every couple in the heart of the city.

FIND OUT MORE



**Visitor Blog** 

## Foodie Guide To Belfast

With restaurants, bars, markets and artisan producers hidden in every corner, Belfast city is nothing short of a foodie haven. Allow us to whet your appetite.

FIND OUT MORE



# Getting Around

Belfast is compact and bijou, so getting around the city is easy on foot, by bike or by taxi. However, if you want to wander a little further afield then we've got a network of transport options which will get you to your desired destination

FIND OUT MORE

# Over 1.4m social media impressions:

- <u>1,276,440 paid</u> impressions
- <u>113,416 organic</u> impressions







LEARN MORE

•••



Read our gift guide >> http://bit.ly/2WfsdEc

#MakeitBelfast



VISITBELFAST.COM Father's Day Gift Guide Make it Belfast!

LEARN MORE

# Additional 'Make it Belfast' Activity

- Visit Belfast and Belfast City Council utilising #makeitbelfast
- Dedicated e-zine activity to consumer databases
- Rol summer campaign 'Make it Belfast' (Radio, Digital and Outdoor)
- Autumn 'Food, Fashion & Festival' campaign (in planning)
- Adoption by Translink into campaign activity (Metro campaign)
- The Open: 48-sheet site (Dunluce Road, opposite 3rd hole)
- Belfast Telegraph Top 100 Hospitality Supplement (2-page feature w/ Hospitality Ulster)
- Belfast Live 'Make it Belfast' feature

# Campaign Budget

Media	£195,000	65%
Production	£ 75,000	25%
PR, Print & Digital	£ 30,000	10%
TOTAL	£300,000	
Media Savings *negotiated discounts received	£163,355	
Added Value Advertising	£20,000	

# Campaign Evaluation (to date)

Activity	Impacts
Outdoor Advertising	7,970,107
Radio Advertising	5,539,000
Press Advertising	117,418
Digital Film	1,951,040
Digital Display	567,976
Digital Native	2,323,289
Social media, email marketing, search & website	1,518,130
PR	629,000
TOTAL IMPACTS (May/June)	20.6m
Overall Target	30m