

Newfoundland NL TOURISM OPERATOR PORTAL

Best Practices for Operator Listings on NewfoundlandLabrador.com

There are two types of listings on NewfoundlandLabrador.com. There is no cost to add a listing.

- 1. Tourism Listings
- 2. Travel Offer Listings

The listings are found in the Plan & Book section and throughout NewfoundlandLabrador.com. The following categories are accepted:

- 1. Accommodations
- 2. Campgrounds
- 3. Attractions
- 4. Food and Beverage

- 5. Festivals and Events
- 6. Crafts, Shops and Galleries
- 7. Tours
- 8. Travel Offers

Please use the Checklist and Best Practices & Tips here to create an optimized listing(s) for NewfoundlandLabrador.com. You will use the <u>NL Tourism Operator Portal (NLTOP)</u>, a website to apply/manage and renew your listing(s). The Portal <u>Tips & Resources Guide</u> provides step-by-step instructions.

Optimize your listings

✓ Listing Checklist		
	All of my tourism listings and travel offers are listed on NewfoundlandLabrador.com.	
	My listings include attention-grabbing images (5 for Tourism Listings, 1 for Travel Offers).	
	My descriptions are optimized:	
		Descriptions are focused on what we do best. They are enticing and motivating to travellers.
		All 500 characters in the descriptions field are used.
		No redundant information is used (E.g. Business/Attraction/ Event Name, Location, Email, Dates. There are other fields for that information).
		No unnecessary words like "Visit our website for more information" or "We have something for everyone".
☐ I checked my listings on NewfoundlandLabrador.com after they were approved. Everything looks great! Including the images and the map.		

Portal Pro Tips: (1) Write your description in Word on your desktop and copy it over to the Portal. (2) The Portal times out after 20 minutes, plan accordingly & save often. (3) Do not use a mobile device or tablet. Use a laptop or desktop.

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Tourism Listings - Best Practices & Tips



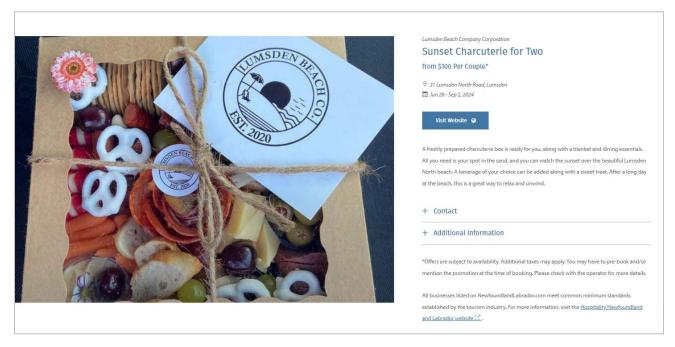
Your Tourism Listing(s) is your main promotional profile on NewfoundlandLabrador.com.

Descriptions and images have to do a lot of heavy lifting. They have to be enticing and motivate a traveller to click-through to learn more about your offering and to plan and book with you.

- Writing descriptions. Your description is 500 characters, and it needs to grab a traveller's attention use them wisely. Focus on what makes your offering unique and appealing. Think about what sets you apart from your competition why should travellers book with you?
- Don't include information in your description that will appear in other areas of your listing (examples: your business name, website address, location, dates, and contact information will all be featured above and below the description). Do review your TripAdvisor and Google reviews to get inspiration. Travellers comment on what they like best, or enjoy the most, about your offering. This can help you focus on your unique selling points.
- Add 5 full-colour images. Use images to tell a story. The images do not have to be professional. A great image taken on a mobile device can look great too. Landscape-oriented images work better than portrait-oriented ones (longer rather than higher). **Do** use full-colour images only. **Don't** use collages, black-and-white images, logos or images with text.
- **Keep your listings current.** Travellers are planning all year round. **Do** keep your Listings up to date (365/7/24). Trip planners and travellers on NewfoundlandLabrador.com are planning now to visit this year; others are planning to visit next year. **Do** refresh and update your listing(s) at any time of year using the NLTO Portal. **Don't** forget that all listings must be renewed each year in order to remain on NewfoundlandLabrador.com beyond January 1.

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Travel Offer Listings - Best Practices & Tips



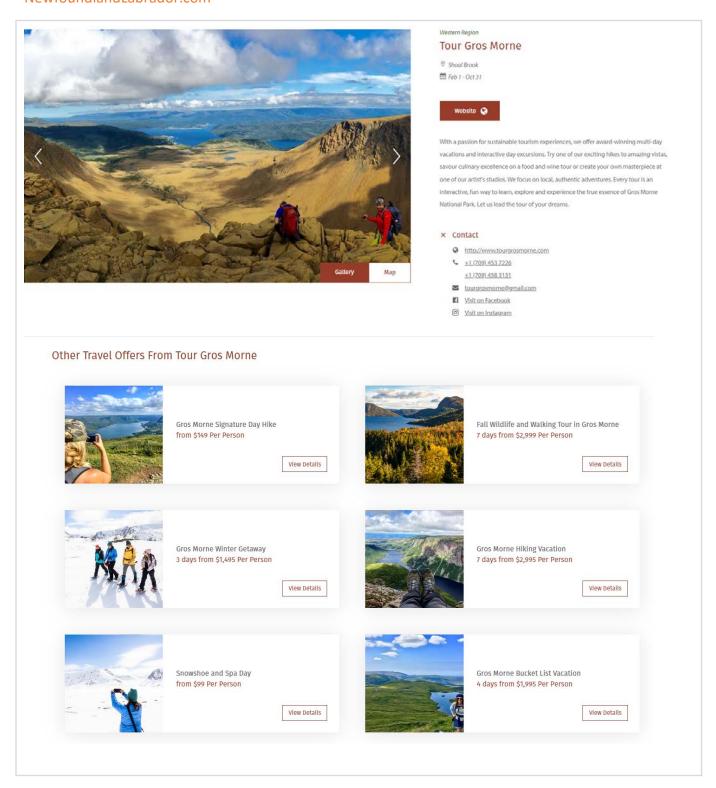
Travel Offers are *supplementary promotional listings* where you can profile a specific offer, experience, package or tour.

You can add *multiple* travel offer listings, which are featured alongside your Tourism Listing and in other areas throughout NewfoundlandLabrador.com.

- These offers do not have to be elaborate or novel. **Keep it simple.** You may already be doing something at your place of business that you can use profile.
- You do not need to partner with another operator or include overnight accommodations. But if you do, be sure to tag them in the offer so that they appear on your partner's listing. You can also tag a community attraction or event listing if it is associated with your offer.
- Most Travel Offers do include a price; and you don't need to discount. You'll also see some Travel
 Offers that are free.
- Tour companies can add each one of their tours as a Travel Offer as long as each offer is unique.
- **Do** add your Travel Offers to *your* website as well travellers will click over to your site from NewfoundlandLabrador.com for more information.
- Once approved, the offer listings will be published on NewfoundlandLabrador.com. It will remain on NewfoundlandLabrador.com until the valid dates have expired. You will receive a notification 30 days before the offer listing expires.
- Travellers are planning all year round; so do keep your Travel Offers up to date (365/7/24). Trip
 planners and travellers on NewfoundlandLabrador.com are planning now to visit this year; others are
 planning now to visit next year.

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Example of a Tourism Listing and several Travel Offers as they appear together on NewfoundlandLabrador.com



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The benefits of adding Travel Offers:

- Travel Offers increase an operator's presence on NewfoundlandLabrador.com as they
 appear not only on the same page as Tourism Listing(s); they also appear on multiple pages
 throughout NewfoundlandLabrador.com.
- The NL Tourism team may include travel offers examples to strengthen content pieces in e-newsletters, social media posts, stories and sales pitches to Travel Trade and Travel Media partners. While placement is not guaranteed, your offer should be there for consideration.
- By adding travel offers, operators will get more referrals from NewfoundlandLabrador.com. A referral is a click from NewfoundlandLabrador.com to an operator's website, social media channel, email and telephone #s. These referrals are valid sales leads for tourism operators that can/should increase sales.

Community Travel Generators

Local municipalities and non-profit organizations are **tourism operators** too. They play a **vital** role in helping to generate travel to communities all over Newfoundland and Labrador.

It's **important that** tourism listings and travel offers for hiking trails, natural attractions, museums, community parks, performance venues and community events follow these **best practices and tips** as well.

For Help with Developing or Updating your Listings

The NLTO Portal team is here to help answer any questions you have and/or walk you through your online application. You can reach them at 709-729-5599 and NLTourismOperatorPortal@gov.nl.ca.

You can also contact the <u>Tourism Development Officer</u> or the <u>Destination Management Organizations</u> in your area.

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