

BE VISIBLE - your website is your shop-front

Have a great, modern website that's mobile-friendly and easy to navigate.

Write blogs, use great imagery and all the right key-words to tell people about your business.

BE BOOKABLE - make it simple
Make your on-site booking as easy as possible.
Avoid complicated booking forms.



⊙ Not Secure

SECURE YOUR WEBSITE - get a security certificate

That's the 's' in HTTPS://www.yoursite.co.uk Google's search algorithm favours secure sites (Google places secure sites closer to page 1).

USE OTA's - but don't sell your soul to them!

Put last-minute / off-peak availability on an Online Travel Agent.
Have a different, better offer on your own site!
Tripadvisor alone has 455+ million unique monthly visitors to their site.
See our 'Tips for Working with OTA's' document.



**GET FOUND - get listed** 

Make it easy for people to find you online and to book with you. Get FREE business listings with Google & Bing and directory listings with sites like Yell & Yelp. Claim your Visit Scotland and Visit Britain listings.

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BE SOCIAL - hang-out where your customers are

45% of the total world population are using social networks. Travel is one of the most shared topics on Facebook, Twitter and Instagram.



**Experiences** 



BE MOBILE-FRIENDLY - over 5 billion people have a mobile phone

46% of tour & activity bookings are made on mobile devices (39% through an OTA). i Up to 80% of last minute travel-related bookings are made on mobile devices. ii Check *here* to see if your website is mobile-friendly.

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READ REVIEWS - don't bury your head

Claim your TripAdvisor listing.

Respond to all reviews (Google, Facebook & Tripadvisor etc) - good, bad & indifferent.

Resolve differences - preferably offline through a call or email.



IN A FLAP?! Don't worry, help is available!

Contact Business Gateway *here* for advice, online resources & workshops.

Digital Tourism Scotland has a wealth of resources to help with your digital presence.

WILD ABOUT ARGYLL