## Nikolaos Tsitsoulis / Veselin Dimitrov / Tatiana Medvedeva / Orkhan Orujov

Analysis of Thematic Hotels and Cooperation: Focus Field Bike Hotels

Research Paper (postgraduate)

## YOUR KNOWLEDGE HAS VALUE



- We will publish your bachelor's and master's thesis, essays and papers
- Your own eBook and book sold worldwide in all relevant shops
- Earn money with each sale

Upload your text at www.GRIN.com and publish for free



### **Bibliographic information published by the German National Library:**

The German National Library lists this publication in the National Bibliography; detailed bibliographic data are available on the Internet at http://dnb.dnb.de .

This book is copyright material and must not be copied, reproduced, transferred, distributed, leased, licensed or publicly performed or used in any way except as specifically permitted in writing by the publishers, as allowed under the terms and conditions under which it was purchased or as strictly permitted by applicable copyright law. Any unauthorized distribution or use of this text may be a direct infringement of the author s and publisher s rights and those responsible may be liable in law accordingly.

## **Imprint:**

Copyright © 2013 GRIN Verlag ISBN: 9783656502647

#### This book at GRIN:

Analysis of Thematic Hotels and Cooperation: Focus
Field Bike Hotels

## **GRIN - Your knowledge has value**

Since its foundation in 1998, GRIN has specialized in publishing academic texts by students, college teachers and other academics as e-book and printed book. The website www.grin.com is an ideal platform for presenting term papers, final papers, scientific essays, dissertations and specialist books.

### Visit us on the internet:

http://www.grin.com/

http://www.facebook.com/grincom

http://www.twitter.com/grin\_com

# Analysis of thematic hotels and cooperation – focus field bike hotels

Veselin Dimitrov, Tatiana Medvedeva, Nikolaos Tsitsoulis, Orkhan Orujov

Applied Research Project submitted as part of the requirements for the MSc in Business Administration at the School of Business, Lucerne University of Applied Sciences and Arts

June 2013

### **Abstract**

It is considered that hotels with a generic offer suffer from reduced demand. One possible solution to improve the performance is a thematic specialization that provides added value for specific niches and target groups.

The focus of this paper is to analyse the bike tourism market of the greater Alpine region as well as other countries were bike tourism is consider to be developed, as USA, Canada, Australia and New Zealand.

Previous research in field of bike tourism is relatively small, highly fragmented and out-dated. From the other side, research in the field of specialized bike hotels barely exists. In order to acquire more information two online survey were developed directed to the supply and demand side respectively. The analysis is conducted by comparing the supply side and the demand side

The findings of this paper are critical for hotels interested in generating profit in bike tourism. Bike tourism presents itself a micro niche and can be assigned to further segmentation according to experiences, needs and values of bikers. The data obtained reveals that different biker groups have different values, needs and expectations towards bike hotels.

**Keywords:** Alpine region; bike tourism; bike hotel; bike association; bike cooperation

## **Table of Contents**

List of Tables	VII
List of Figures	IX
List of Abbreviations	XII
Preface	XIII
1. Introduction	1
2. Theory insights	3
2.1 Moving from mass tourism to sustainable and niche	
tourism	3
2.2 Sport tourism	4
2.3 Adventure tourism (or outdoor tourism)	5
2.4 The role of niche tourism in destination management	6
2.5 The role of cooperation in tourism in destination management a	and sports
tourism	7
3. Literature Review of bikers' behaviour	9
3.1 Alpine Destination	9
3.2 Canada	14
3.3 USA	20
3.4 Australia.	23
3.5 New Zealand	32
4. Bike hotel chain and organizations	37
A. Bike hotel chain	37
4.1 Accent Inns, Canada	37
B Bike hotel organizations	37
4.2 Engadin St. Moritz Tourist Organisation	37
4.3 Gstaad Saanenland Tourismus, Switzerland	40
4.4 Girona Greenways Consortium, Spain	40
4.5 Riccione Bike Hotels – Italy	42
4.6 Tirol Werbung GmbH, Austria	44
4.7 Whistler Resort Association, Canada	45
4.8 Bike hotel Sudtirol, Italy	46
5. Spa and Swiss Deluxe Hotel association	49
5.1 The value of spa and therapies for bikers	49

5.2 Siwss Deluxe Hotels	49
6. Methodology	52
7. Bikers survey	54
7.1 Fixing the data	54
7.2 Descriptive statistics	55
7.3 Inferential statistics	69
Biking experience	69
Age	72
Number of persons under/over 18 living in household	74
Reasons for biking: health/exercise	75
Reasons for biking: environmental	78
Reasons for biking: enjoinment	79
Reasons for biking: thrill and excitement	80
Marital status	81
Gender	82
Association membership	84
8. Bike hotels' survey	
8.1 Descriptive statistics	85
8.2 Quantitative analysis	97
Main strengths of the business	97
Future changes in the bike product	97
9. Discussion and recommendations	98
Gender	98
Age	98
Occupation	
Importance of different experiences	99
Level of biking experience	
Reasons for biking	
Bikers' preferences considering bike services of hotels and the sup	
services by hotels	
Bikers' participation in biking activities per year and their contribu	
growth of the hotels' business	
Bikers' participation in seasonal activities per year and the supply	
activities by hotels	
ž	

Booking channel	102
Organizing bike tours and information for tour planning	102
Bike hotels and cooperation	103
Bike cooperation.	103
Spa centre and cooperation with a spa association	104
10. Conclusion.	105
Bibliography	108
List of appendices.	117

## **List of Tables**

Table 1 – Example of adventure categories6
Table 2 – Adventure index of Switzerland for 2010
Table 3 – Adventure index of Switzerland for 201110
Table 4 – Switzerland Mobility route network 2011
Table 5 – Sales generated as a result of Switzerland Mobility 201110
Table 6 – The annual income level of cyclists
Table 7 – The characteristics of occasional riders
Table 8 – The characteristics of short distance riders
Table 9 – The characteristics of long distance riders
Table 10 – The characteristics of competitive riders
Table 11 – The expectations of bikers
Table 12 – Factors to facilitate cycle tourism experiences
Table 13 – Different expenses for bike tourists
Table 14 – Tourists participation in bike activities
Table 15 – Top 10 preferred activities
Table 16 – Most common activities
Table 17 – Total estimated expenditures of cycle tourists 1995/199633
Table 18 – Accommodation type preferences
Table 19 – Experiences and preferences of bikers
Table 20 – Services and facilities of Gstaad Saanenland Tourismus
Table 21 – Minimum accommodation criteria of Girona Greenways Consortium42
Table 22 – Best optional accommodation services of Girona Greenways Consortium
42
Table 23 – Bicycle facilities and services of Riccione Bike Hotels
Table 24 – Facilities and service criteria of Tirol Werbung GmbH44
Table 25 – Services and traits of bike hotel Sudtirol
Table 26 – Membership criteria of Swiss Deluxe Hotels50
Tables that concern bikers survey
Table 27 – Importance of bike facilities
Table 28 – Participation in bike activities
Table 29 – How often bikers participate in other seasonal outdoor activities64
Table 30 – Importance of different experiences

Table 31 – Information sources used for tour planning	68
Table 32 – Channels that bikers prefer to book a bike hotel	69
Tables that concern bike hotels survey	
Table 33 – Seasonality of bike hotels.	94
Table 34 – Types of bike activities and their contribution to the growth of busin	ess
	95
Table 35 – Other activities (except biking) that the accommodations provide	96
Table 36 – Facilities that bike hotels offer.	98
Table 37 – Main strengths of bike hotels	99

## **List of Figures**

Figure 1 – Sport tourism segments and categories	5
Figure 2 – Niche tourism life cycle.	7
Figure 3 – The most enjoyable aspects of biking	21
Figure 4 – The number of people that accompany bikers during their trip	21
Figure 5 – Income level of bikers.	22
Figure 6 – Biking trip duration.	22
Figure 7 – Reason for choosing a bike destination	29
Figure 8 – Core values for Engadin St. Moritz Tourist Organisation	38
Figure 9 – Positioning of Engadin, St. Moritz and positioning of both destination	ons
	39
Figure 10 – Interrelation between Engain and St. Moritz brands	39
Figures that concern bikers survey	
Figure 11 – Gender	55
Figure 12 – Age groups	55
Figure 13 – Occupation.	56
Figure 14 – Educational background.	56
Figure 15 – Marital status.	57
Figure 16 – Persons under 18 years old.	57
Figure 17 – Persons over 18 years old.	58
Figure 18 – Level of biking experience.	58
Figure 19 – Reasons for biking.	59
Figure 20 – Bike association membership.	59
Figure 21 – Bikers' preferences considering bike services of hotels	60
Figure 22 – Bikers' preference considering renting a bike or using their own	60
Figure 23 – Importance of bike facilities	61
Figure 24 – Participation in bike activities.	62
Figure 25 – How often bikers participate in other seasonal outdoor activities	63
Figure 26 – Importance of different experiences.	65
Figure 27 – Organizing bike tours	67
Figure 28 – Information sources used for tour planning	67
Figure 29 – Channels that hikers use to book a hike hotel	68

Figure 30 – Crosstabulation of level of biking experience and off-streets paved bikers
path70
Figure 31 – Crosstabulation of level of biking experience and on-street bike
lanes
Figure 32 – Crosstabulation of level of biking experience and secure bike
storage71
Figure 33 – Crosstabulation of level of biking experience and cycle repair71
Figure 34 – Crosstabulation of level of biking experience and call out/rescue service
72
Figure 35 – Crosstabulation of age groups and level of biking experience73
Figure 36 – Crosstabulation of age groups and off-street paved bike paths73
Figure 37 – Crosstabulation of age groups and unpaved trails or dirt paths74
Figure 38 – Crosstabulation of age groups and bicycle boulevards75
Figure 39 – Crosstabulation of age groups and closed tracks
Figure 40 – Crosstabulation of exercise/health reasons (reason for biking) and on-
street bike lines
Figure 41 – Crosstabulation of exercise/health reasons (reason for biking) and cycle
hire
Figure 42 - Crosstabulation of exercise/health reasons (reason for biking) and cycle
repair77
Figure 43 – Crosstabulation of exercise/health reasons (reason for biking) and sale of
spares and parts
Figure 44 – Crosstabulation of exercise/health reasons (reason for biking) and sale of
specialist clothing
Figure 45 – Crosstabulation of exercise/health reasons (reason for biking) and sale of
routes and maps79
Figure 46 – Crosstabulation of environmental and social reasons (reason for biking)
and bicycle boulevards80
Figure 47- Crosstabulation of environmental and social reasons (reason for biking)
and cycle repair80
Figure 48 - Crosstabulation for environmental and social reasons (reason for biking)
and sale of spares and parts
Figure 49 - Crosstabulation of thrill/excitement (reason for biking) and cycle
hire

Figure 50 - Crosstabulation of thrill/excitement (reason for biking) and cycle sa	les
	82
Figure 51 – Crosstabulation of thrill/excitement (reason for biking) and sale of span	res
and parts	83
Figure 52 – Crosstabulation of marital status and luggage transfer	33
Figure 53 – Crosstabulation of gender and bicycle boulevards	84
Figure 54 – Crosstabulation of gender and closed tracks.	85
Figure 55 – Crosstabulation of gender and cycle hire.	85
Figure 56 – Crosstabulation of gender and electric station to load batteries	36
Figure 57 – Crosstabulation of association membership and luggage transfer	86
Figures that concern bike hotels survey	
Figure 58 – Bike hotels location (country).	87
Figure 59 - Area of the hotel's location.	87
Figure 60 - Type of accommodation.	88
Figure 61 - Maximum occupancy in persons.	88
Figure 62 - The extent of the hotels specialization in the bike tourism market	89
Figure 63 - Membership of bike hotel associations.	89
Figure 64 – Willingness to be a member of a bike association if it would exist in the	e
hotels' local region or country	90
Figure 65 - Collaboration with TA not specialized in bike tourism	90
Figure 66 - Collaboration with TAs that offer bike tourism packages	91
Figure 67 - Importance of biking to the success of the business	91
Figure 68 - Has the bike tourism part of the business increased or decreased?	
Figure 70 - Types of biking activities and their contribution to the growth of business	SS
	94
Figure 71 - Bike services of the accommodations. N=18 and Missing 3 for all	
variables	95
Figure 72 – Other activities (than biking) that the accommodations provide	96
Figure 73 – Facilities that bike hotels offer.	97
Figure 74 – Services that bike hotels offer.	98

## **List of Abbreviations**

MTB Mountain bike tourism

DM Destination management

DMO Destination marketing/management organization

TO Tour Operator

TA Travel Agency

PAX Persons

### Preface

We would like to express our deep gratitude to our head coach Prof. Wagenseill for his guidelines and valuable comments during the whole semester. We are also grateful to Dr. Lutzenberger for his helpful methodological inputs and comments to our surveys. Finally, we would like to thank Mr. Kasal who helped us not only with the technical part and the publication of our survey but also with valuables comments about the analysis of the results.