

OTAS REVOLUTIONIZE TICKETING IN TOURIST ATTRACTIONS



The tourist attractions industry has experienced a significant transformation in ticket distribution and marketing. According to Arival's recent report, "The State of Visitor Attractions," online travel agencies (OTAs) have doubled their share of attraction bookings since 2019, increasing from less than 10% before the pandemic to 18% globally.

A Shift in the Ticket Distribution Landscape

Tourist attractions, including cultural sites, monuments, museums, zoos, aquariums, viewpoints, and amusement parks, have long been essential to tourism. **However, ticket access and the sector's digital infrastructure have not always met traveler demand.**

Experts highlight that the tourism industry recognizes the need to simplify ticket purchasing online, leading OTAs to invest heavily in ticket distribution. Sometimes, these platforms have operated independently without directly collaborating with the tourist attractions. This points to a need for improved technological integration within the sector.

Technological Challenges and the Weight of Offline Sales

Despite the rise of online travel agencies and attraction websites, offline ticket sales still account for the largest share of commercialization in the tourism industry. According to the report, one-third of tourist attractions lack a modern online ticketing system or digital connections with reseller partners.

This technological shortcoming limits opportunities for many attractions to optimize their sales and enhance visitors' shopping experiences. Without connectivity to major digital distributors, these venues cannot fully capitalize on the expanding online booking market.

The Impact on the Sector and Its Future

The evolution of ticket distribution indicates a significant change in how travelers plan and purchase their experiences. **As OTAs strengthen their position as key intermediaries, tourist attractions face the challenge of modernizing their platforms to remain competitive in an increasingly digitalized landscape.**

The growth of OTAs in attraction ticketing is part of a broader transformation within the industry. To meet the demands of the digital ticketing commerce landscape, the industry must adapt to ensure that both operators and travelers can enjoy a more efficient and accessible shopping experience.

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