

# **CUSTOMER JOURNEY**



### Inspiration:

 Social media agency/ specialist



### Booking:

· Train tickets



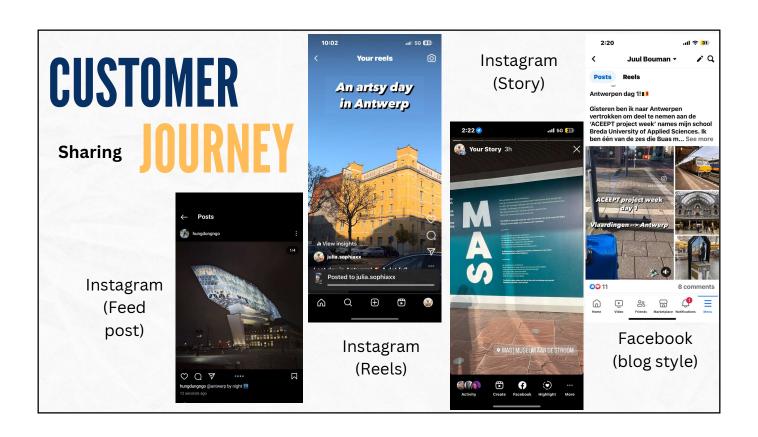
# Planning:

- Travel to Antwerp
- Things to do



# Staying:

- Walking culture
- Accessibility











#### **OUR RECOMMENDATIONS** STAY LONGER **ADVERTISING EVENTS** City Pass: from 1,86 to 2 **Communication Attract** • Tiktok • Free transportation Street food festival Encourage posting Local restaurant • Interactive experiences discount (circular Ranking (workshops with local economy) Changing creators, park run, branding logo For overnight stayers outdoor movie • The more you stay festivals) the less you pay



