

Report Price: £3085.18 | \$3995.00 | €3666.43

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.



"The US market for accommodations reached an estimated \$243.4 billion in revenue in 2016, an increase of 31% from 2011's \$186.1 billion. Revenue is expected to grow another 25% over the next five years, on par with total consumer spending, to reach \$303.8 billion."

- Gina Cavato, Lifestyles & Leisure Analyst

This report looks at the following areas:

- Modern hotel amenities are of less interest to older travelers
- Price-sensitive travelers only want to pay for the basics
- More-frequent travelers have more favorable opinions of home shares

94% of Americans who took an overnight trip in the last 12 months stayed at a hotel or other paid accommodation, which helped contribute to the market's estimated \$243.4 billion in revenue in 2016. Revenue is predicted to increase as the US economy remains strong and young adults invest in the authentic cultural experiences they get from travel. Hotels are the accommodation of choice, but the openness of young and more-frequent travelers to non-hotel accommodations, such as home shares and home rentals, is encouraging traditional hotel brands to improve the experiential aspects of their offerings to stay competitive.

BUY THIS REPORT NOW

VISIT: store.mintel.com

CALL:EMEA
+44 (0) 20 7606 4533

Brazil 0800 095 9094

Americas +1 (312) 943 5250

+86 (21) 6032 7300

APAC +61 (0) 2 8284 8100

EMAIL: reports@mintel.com

DID YOU KNOW?

This report is part of a series of reports, produced to provide you with a more holistic view of this market



Report Price: £3085.18 | \$3995.00 | €3666.43

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Table of Contents

Overview

What you need to know

Definition

Executive Summary

Figure 1: Total US revenues and forecast of travel accommodations, by segment, at current prices, 2011-21

The issues

Modern hotel amenities are of less interest to older travelers

Figure 2: Interest in modern hotel amenities - TV and tech, by age, March 2017

Price-sensitive travelers only want to pay for the basics

Figure 3: Attitudes toward hotels and other accommodations - price items, by household income, March 2017

More-frequent travelers have more favorable opinions of home shares

Figure 4: Attitudes toward home-sharing rentals, by travel frequency segments, March 2017

The opportunities

Online reviews - whether positive or negative - influence younger travelers

Figure 5: Influences for hotel vs home rental or home share stays - good online reviews, by age, March 2017

Amenities and reviews are important to young women

Figure 6: Influences for hotel stays – select items, by gender and age, March 2017

Home rental/home sharing services attract young travelers

Figure 7: Used a home rental/home share, provides a better overall experience, by age, March 2017

What it means

The Market - What You Need to Know

Robust growth for travel accommodations over the past five years

All segments growing, hotels and motels are dominant

Outside players, consolidation shake up the hotel industry

Consumer confidence at odds with business travel forecast

Market Size and Forecast

Hotel and accommodations growth outpaces total spending growth

Figure 8: Total US revenues and fan chart forecast of travel accommodations, at current prices, 2011-21

Figure 9: Total US revenues and forecast of traveler accommodations, at current prices, 2011-21

Market Breakdown

All segments of the hotels and accommodations market show growth

Figure 10: Travel accommodations revenues, by segment, at current prices, 2014 and 2016

Hotels and motels account for 72% of the market

Figure 11: Total US retail sales and fan chart forecast of hotels and motels (excluding casino hotels), at current prices, 2011-21

Accounting for one quarter of the market, casino hotels grow modestly

Figure 12: Total US retail sales and fan chart forecast of casino hotels, at current prices, 2011-21

BUY THIS REPORT NOW VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100

EMAIL: reports@mintel.com



Report Price: £3085.18 | \$3995.00 | €3666.43

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

RV parks, other accommodations are small but fast-growing players

Figure 13: Total US retail sales and fan chart forecast of RV parks and recreational camps and other accommodations, at current prices, 2011-21

Market Perspective

Retailers and lifestyle brands enter the hotel scene

Hotel loyalty programs continue to update and upgrade

Figure 14: Hotel loyalty programs, by estimated number of members, April 2017

Big brands get bigger with consolidation and new developments

Figure 15: Largest hotel groups (global), properties, brands

Home shares and peer-to-peer rentals gaining ground

Market Factors

Consumer sentiment at highest level in more than a decade

Figure 16: Consumer Sentiment Index, January 2007-April 2017

Domestic business travel growth slows, international arrivals may suffer

Millennials seen as key to growth . . . but don't forget the Baby Boomers

Figure 17: Population, by generation share, 2017

Key Players - What You Need to Know

Acquisitions makes big brands even bigger

Airbnb reigns as social media king

Experience above all

Legislation, regulation, and cybercrime, oh my!

Hotel brands look to get smarter and more socially responsible

Leading Companies

AccorHotels

Best Western International

Choice Hotels International

Hilton Inc.

Hyatt Hotels

InterContinental Hotels Group (IHG)

Marriott International

Wyndham Hotel Group

Airbnb

Social Media Breakdown

Hotels may need to revamp their social media to boost engagement

Figure 18: Social media terms and definitions

Airbnb dominates social media landscape . . .

Figure 19: Cross-channel posts over past year, by accommodations brand, April 2016-17

... and boasts the highest engagement per post among lodging brands

Figure 20: Cross-channel engagement totals over last 12 months, April 2016-17

BUY THIS REPORT NOW VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100 | **EMAIL:** reports@mintel.com



Report Price: £3085.18 | \$3995.00 | €3666.43

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Airbnb's and W Hotels' content is more than just about its hotels

Figure 21: We Accept | Airbnb

Figure 22: Cross-channel engagement rate over last 12 months, April 2016-17

What's Working?

Accommodation brands invest in experiences

Large hotel chains emulate smaller, independent boutiques

Lodging brands join the home share market with luxury rental brands

Direct booking wars

Figure 23: How to Land a Job with Grace Helbig, August 2015

What's Struggling?

Legislative changes could mean a decline for hotels

Hotels trying to understand Millennials

Figure 24: Hilton and IBM pilot "Connie," the world's first Watson-enabled hotel concierge, March 2016

Hotel chains struggling with cybercrime attacks and data breaches

What's Next?

First came pop-up stores. Are pop-up hotels next?

From soap to food, hotels look to reduce waste

Hotel subscription services

Invisible service may help travelers truly live like locals

Hotel brands compete to see which is the smartest

The Consumer - What You Need to Know

Travelers are most likely to stay at hotels, namely midscale and upscale

Hotels are more positively perceived than home shares/rentals

Good past experiences are key for future stays at all accommodations

Streaming services and smart TVs are most desired services at hotels

Travelers want adventure, but not from their accommodations

Frequent travelers are most open and positive about home shares

Accommodations Used in the Last 12 Months

Eight in 10 traveled overnight in the past year

Figure 25: Overnight travel, by key demographics, March 2017

91% of past year travelers have stayed in a hotel

Figure 26: Accommodation types used, March 2017

Figure 27: Stays at hotels vs hotel alternatives - count of stays, March 2017

Young men use more diverse types of accommodations

Figure 28: Accommodation types used – select items, by gender and age, March 2017

Hotel stays correlate with income, hotel alternatives used by all

Figure 29: Accommodation types used, by household income, March 2017

 $\label{eq:most_stayed} \mbox{Most stayed at brands are Best Western, Marriott, and Hampton Inn}$

BUY THIS REPORT NOW VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100 | **EMAIL:** reports@mintel.com



Report Price: £3085.18 | \$3995.00 | €3666.43

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Figure 30: Hotels used in the previous 12 months, top 10 hotels, October 2015-November 2016

Perceptions of Hotels vs Home Rentals/Home Shares

Travelers view hotels far more positively than home rentals/home shares

Figure 31: Perceptions of hotels vs home rentals/home sharing, March 2017

Hotels have stronger advantage for security, reliability among women

Figure 32: Perceptions of hotels vs home rentals/home sharing - Hotels better, by gender, March 2017

Young travelers more positive about home rentals/home sharing

Figure 33: Perceptions of hotels vs home rentals/home sharing - Hotels better, by age, March 2017

Influences for Hotels and Alternatives

Past experience tops list of hotel influences, price for non-hotels

Figure 34: Influences for hotel vs home rental or home share stays, March 2017

Hotel guests consider much more than physical offerings

Figure 35: TURF Analysis - Influences for hotel stays, March 2017

Reputation and service influence young men, women consider amenities and reviews

Figure 36: Influences for hotel stays – select items, by gender and age, March 2017

High earners prioritize past experiences, consistency, loyalty programs

Figure 37: Influences for hotel stays - select items, by household income, March 2017

Cost, good past experience yield greatest reach for home share/rentals

Figure 38: TURF Analysis – Influences for home rental or home share stays, March 2017

Women more likely to consider cost, convenience, getting just what they want

Figure 39: Influences for non-hotel stays – select items, by gender, March 2017

Online influences and unique properties/location impact younger travelers

Figure 40: Influences for non-hotel stays – select items, by age, March 2017

Interest in Modern Hotel Amenities

Tech innovations related to entertainment inspire interest at hotels

Figure 41: Interest in modern hotel amenities, March 2017

Younger travelers who have stayed at a hotel are most attracted to modern offerings

Figure 42: Interest in modern hotel amenities – select items, by age and gender, March 2017

Multicultural guests most interested in in-room entertainment upgrades

Figure 43: Interest in modern hotel amenities – TV items, by race and Hispanic origin, March 2017

Attitudes toward Hotels and Other Accommodations

Travelers want adventure, but not necessarily from their lodging choice

Figure 44: Attitudes toward hotels and other accommodations, March 2017

Young travelers have most optimistic view of home sharing

Figure 45: Attitudes toward hotels and other accommodations - home-sharing items, by age and gender, March 2017

Amenities may not be enough to attract travelers, especially low earners

Figure 46: Attitudes toward hotels and other accommodations – price items, by household income, March 2017

Parents embrace local culture, but stick to "touristy" activities

BUY THIS REPORT NOW **VISIT:** store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100 | **EMAIL:** reports@mintel.com



Report Price: £3085.18 | \$3995.00 | €3666.43

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Figure 47: Attitudes toward hotels and other accommodations – local immersion items, by parental status, March 2017

Travel Frequency Segments

Figure 48: Travel frequency segments, March 2017

42% of Ultra Travelers stayed at a non-hotel accommodation last year

Figure 49: Stays at hotels vs hotel alternatives, by travel frequency segments, March 2017

Travel frequency impacts sentiment of overall experiences

Figure 50: Perceptions of hotels vs home rentals/home sharing, overall experience, by travel frequency segments, March 2017

Good past experiences, brand reputation, and consistency are key

Figure 51: Influences for hotel stays - select items, by travel frequency segments, March 2017

Frequent travelers want efficient processes and wellness services

Figure 52: Interest in modern hotel amenities, by travel frequency segments, March 2017

Home shares and home rentals are a sweet spot for frequent travelers

Figure 53: Attitudes toward hotels and other accommodations, home share and home rental items, by travel frequency segments, March 2017

Appendix – Data Sources and Abbreviations

Data sources

Fan chart forecast

Consumer survey data

Abbreviations and terms

Abbreviations

Terms

TURF methodology

Appendix - The Market

Figure 54: Total US revenues and forecast of traveler accommodations, at inflation-adjusted prices, 2011-21

Figure 55: Total US revenues and forecast of traveler accommodations, by segment, at current prices, 2011-21

Figure 56: Total US revenues of traveler accommodations, by segment, at current prices, 2014 and 2016

Figure 57: Total US revenues and forecast of hotels & motels, at current prices, 2011-21

Figure 58: Total US revenues and forecast of hotels & motels, at inflation-adjusted prices, 2011-21

Figure 59: Total US revenues and forecast of casino hotels, at current prices, 2011-21

Figure 60: Total US revenues and forecast of casino hotels, at inflation-adjusted prices, 2011-21

Figure 61: Total US revenues and forecast of RV parks and recreational camps & Other accommodations, at current prices, 2011-21

Figure 62: Total US revenues and forecast of RV parks and recreational camps & Other accommodations, at inflation-adjusted prices, 2011-21

APAC +61 (0) 2 8284 8100 **EMAIL:** reports@mintel.com