

### **Contents**

GREECE REPUTATION TRACKER

7

### Key Sentiment Indexes GREECE'S ONLINE SOCIAL REPUTATION



### **Conclusion**

IMPORTANT TAKE AWAYS FOR TRAVEL IN GREECE

17

### **Experience Reputation**

GREECE'S VISITOR EXPERIENCE REPUTATION: RESTAURANTS, BARS & ATTRACTIONS



### **Annexes**

SOURCES PER TYPE OF DATA



### Ανάλυση διαδικτυακής φήμης και αξιολόγησης της Ελλάδας (Απρίλιος 2025 – Ιούνιος 2025)

Για την περίοδο (Απρίλιος 2025 – Ιούνιος 2025), η ανάλυση των δεδομένων που συλλέχθηκαν από το διαδίκτυο και τα Μέσα Κοινωνικής Δικτύωσης, αναδεικνύει τα κύρια σημεία σχετικά με την διαδικτυακή φήμη της Ελλάδας και την αξιολόγηση της τουριστικής εμπειρίας.

### • Η εξέλιξη της διαδικτυακής φήμης της χώρας με βάση τον δείκτη NSI (Net Sentiment Index)

- Κατά το δεύτερο τρίμηνο του 2025 (Q2), **η πλειονότητα των βασικών ανταγωνιστικών προορισμών κατέγραψε πτωτική πορεία** στη διαδικτυακή τους φήμη, ακολουθώντας μια γενικότερη τάση επιδείνωσης. Σε αυτό το πλαίσιο, **η Ελλάδα παρουσίασε κάμψη και κατέλαβε την 5η θέση, ενώ η Αθήνα αν και σημείωσε επίσης πτώση διατήρησε σημαντικά καλύτερη απόδοση**.
- Ειδικότερα, σύμφωνα με τον δείκτη Net Sentiment Index-NSI έναν δείκτη που χρησιμοποιείται κυρίως στην ανάλυση δεδομένων στο διαδίκτυο και μέσα κοινωνικής δικτύωσης για να αποτυπώσει το «ισοζύγιο» θετικών και αρνητικών σχολίων γύρω από έναν προορισμό η Ελλάδα, με μέσο όρο NSI 39, κατατάσσεται στην 5η θέση. Στην 1η θέση βρίσκεται η Κροατία (66), στη 2η θέση η Αθήνα (61), στην 3η η Ιταλία (51) και στην 4η η Πορτογαλία (49). Η Ελλάδα ακολουθεί στην 5η θέση (39), ενώ στην 6η και τελευταία θέση βρίσκεται η Ισπανία (29).

### • Το περιεχόμενο των διαδικτυακών συζητήσεων

- Οι συζητήσεις στο διαδίκτυο για τον **πολιτισμό** κυριάρχησαν με 50.106 αναφορές, ενισχύοντας τη θετική εικόνα της Ελλάδας και σημειώνοντας υψηλό σκορ στον Δείκτη NSI (87).
- Η **φιλοξενία (79)** και η **γαστρονομία (78)** ακολούθησαν ως πηγές θετικών ιστοριών με υψηλές βαθμολογίες.
- Στις θετικές ιστορίες περιλαμβάνονται αφηγήσεις που αναδεικνύουν τα εμβληματικά αξιοθέατα και τις εμπειρίες της Ελλάδας. Η Σαντορίνη, η Κέρκυρα, η Μήλος και τα Ζαγοροχώρια προσέλκυσαν την προσοχή για τη φυσική τους ομορφιά, ενώ η Κνωσός, η Ελευσίνα και το Φεστιβάλ Αθηνών-Επιδαύρου υπογράμμισαν το πολιτιστικό βάθος των εμπειριών που μπορούν να έχουν οι επισκέπτες της χώρας. Οι γαστρονομικές αφηγήσεις ενίσχυσαν την ελκυστικότητα της χώρας και σχετίζονται κυρίως με αναφορές σε γευσιγνωσίες ελαιολάδου, χορτοφαγικά πιάτα και παραδοσιακά επιδόρπια, ενώ η φιλοξενία ενισχύθηκε μέσω αναφορών για την τοπική φιλοξενία και τις ευθυγραμμισμένες με τις νέες τάσεις επιλογές (πχ vegan καταλύματα).
- Οι διαδικτυακές συζητήσεις που επηρεάζουν αρνητικά τη φήμη της Ελλάδας εστιάζουν κυρίως στο περιβάλλον και τα φυσικά φαινόμενα, με συγκριτικά μικρότερο όγκο αναφορών (8.108) αλλά με το χαμηλότερο σκορ NSI (60). Σε αυτές τις συζητήσεις περιλαμβάνονται ο σεισμός στην Κρήτη, οι πλημμύρες στην Πάρο και τη Μύκονο, οι πυρκαγιές στη Χίο και οι καύσωνες. Επιπλέον, αρνητική επίδραση στην εικόνα της χώρας έχουν οι διαμαρτυρίες κατά επισκεπτών που σχετίζονται με τον πόλεμο Ισραήλ–Παλαιστίνης.

Period of analysis: April 1st, 2025 - June 30th, 2025.









Ανάλυση διαδικτυακής φήμης και αξιολόγησης της Ελλάδας (Απρίλιος 2025 – Ιούνιος 2025)

Για την περίοδο (Απρίλιος 2025 – Ιούνιος 2025), η ανάλυση των δεδομένων που συλλέχθηκαν από το διαδίκτυο και τα Μέσα Κοινωνικής Δικτύωσης, αναδεικνύει τα κύρια σημεία σχετικά με την διαδικτυακή φήμη της Ελλάδας και την αξιολόγηση της τουριστικής εμπειρίας.

• Σύμφωνα με τις κυλιόμενες έρευνες TCI Research, οι κλιματικές και περιβαλλοντικές προκλήσεις συγκαταλέγονται στα κυριότερα ζητήματα που επηρεάζουν αρνητικά τη συνολική φήμη της χώρας, υπογραμμίζοντας την ανάγκη για επενδύσεις (δημόσιες και ιδιωτικές) σε ανθεκτικότερες υποδομές και σε μονώσεις, καθώς και για κάλυψη αυξημένων ενεργειακών απαιτήσεων.

### Η αξιολόγηση της εμπειρίας

- Το επίπεδο ικανοποίησης για την Ελλάδα παρέμεινε πολύ υψηλό (9,1) και υψηλότερο από τη βαθμολογία της Ευρώπης συνολικά (8,8).
- Ο αριθμός των κριτικών αυξήθηκε σταθερά με την έναρξη της καλοκαιρινής περιόδου, φτάνοντας σχεδόν τις 188.000 κριτικές συνολικά το δεύτερο τρίμηνο.
- Τα επίπεδα ικανοποίησης παρέμειναν υψηλά σε ολόκληρη τη χώρα καθώς είναι μεγαλύτερη από 9,0 σε όλες τις Περιφέρειες.
- Ειδικότερα η κατάταξη των Περιφερειών έχει ως εξής: Δυτική Μακεδονία (9,5), Θεσσαλία (9,5), Κυκλάδες (9,3), Ιόνια Νησιά (9,3), Στερεά Ελλάδα (9,2), Δυτική Ελλάδα (9,2), Κεντρική Μακεδονία (9,2), Δωδεκάνησα (9,1), Ήπειρος (9,1), Πελοπόννησος (9,1), Αττική (9,1), Βόρειο Αιγαίο (9,1), Κρήτη (9,1), Ανατολική Μακεδονία και Θράκη (9,1).
- Η υψηλή ικανοποίηση των επισκεπτών από λιγότερο τουριστικά αναπτυγμένους προορισμούς αναδεικνύει τις δυνατότητες που υπάρχουν για επέκταση της τουριστικής δραστηριότητας σε περισσότερες περιοχές της χώρας.
- Η καταγεγραμμένη υψηλή ικανοποίηση των επισκεπτών και σε ώριμους τουριστικούς προορισμούς, όπως οι Κυκλάδες και τα Ιόνια Νησιά, τεκμηριώνει την ικανότητα της χώρας να ανταποκρίνεται με συνέπεια και αξιοπιστία στις προσδοκίες της διεθνούς τουριστικής ζήτησης.

Period of analysis: April 1st, 2025 - June 30th, 2025.









### Ανάλυση διαδικτυακής φήμης και αξιολόγησης της Ελλάδας (Απρίλιος 2025 – Ιούνιος 2025)

Για την περίοδο (Απρίλιος 2025 – Ιούνιος 2025), η ανάλυση των δεδομένων που συλλέχθηκαν από το διαδίκτυο και τα Μέσα Κοινωνικής Δικτύωσης, αναδεικνύει τα κύρια σημεία σχετικά με την διαδικτυακή φήμη της Ελλάδας και την αξιολόγηση της τουριστικής εμπειρίας.

### Τα επιμέρους συστατικά της εμπειρίας στο σύνολο της χώρας

- Σε εθνικό επίπεδο, η γαστρονομία (9,2) λαμβάνει την υψηλότερη βαθμολογία στις αριθμητικές αξιολογήσεις και ακολουθούν η εμπειρία στη θάλασσα (9,1) και ο πολιτισμός (9,1).
- Η φιλοξενία και η ποιοτική εξυπηρέτηση αποτελούν σταθερά το κύριο θέμα στα γραπτά σχόλια των επισκεπτών σε εθνικό επίπεδο, με βαθμολογία 9,5, επιβεβαιώνοντας τη σχετική φήμη της Ελλάδας. Ακολουθούν σε φθίνουσα σειρά η σχέση ποιότητας-τιμής (8,9), η βιωσιμότητα (8,5) και η υγιεινή (8,3).
- Η φιλοξενία και το υψηλό επίπεδο εξυπηρέτησης που παρέχουν οι εργαζόμενοι στον τουρισμό αποτελούν το σημαντικότερο ανταγωνιστικό πλεονέκτημα του ελληνικού τουριστικού προϊόντος. Γι' αυτό, η ενίσχυση της ελκυστικότητας της απασχόλησης στον τομέα θα πρέπει να είναι προτεραιότητα για τις τουριστικές επιχειρήσεις, στο πλαίσιο μιας στρατηγικής που ενδυναμώνει παράλληλα την ανταγωνιστικότητα και τη μακροπρόθεσμη βιωσιμότητά τους.

### • Διαφορές, δυνατά σημεία και προκλήσεις ανά Περιφέρεια

- Γαστρονομία: Τα Ιόνια Νησιά (9,4), η Κρήτη (9,3), τα Δωδεκάνησα (9,3) και οι Κυκλάδες (9,3) κατέλαβαν τις πρώτες θέσεις στην ικανοποίηση από την γαστρονομία. Η Δυτική Μακεδονία (9,5) επίσης διακρίθηκε για τη γαστρονομία που προσφέρει, αν και με σημαντικά χαμηλότερο αριθμό κριτικών.
- Εμπειρία στη θάλασσα: Η Ήπειρος (9,7), η Αττική (9,4), οι Κυκλάδες (9,4) και τα Ιόνια Νησιά (9,2) έλαβαν τις υψηλότερες βαθμολογίες για τις εμπειρίες στην θάλασσα.
- Πολιτισμός: Η Θεσσαλία (9,5) και η Ανατολική Μακεδονία & Θράκη (9,4) κατέλαβαν την πρώτη θέση στην ικανοποίηση από τον πολιτισμό. Η Στερεά Ελλάδα (9,4) επίσης υπερέβη τον εθνικό μέσο όρο.
- Φιλοξενία: Η Δυτική Μακεδονία (10,0), η Ήπειρος (9,9), η Στερεά Ελλάδα (9,6), η Θεσσαλία (9,6), η Δυτική Ελλάδα (9,7) ξεχώρισαν για το εξαιρετικό επίπεδο της φιλοξενίας που προσφέρουν.
- **Βιωσιμότητα:** Η Θεσσαλία (9,7), η Ανατολική Μακεδονία & Θράκη (9,6) και το Βόρειο Αιγαίο (9,4) πέτυχαν την υψηλότερη βαθμολογία βιωσιμότητας. Οι Κυκλάδες (7,4) και η Στερεά Ελλάδα (6,7) κατέγραψαν συγκριτικά χαμηλότερες βαθμολογίες, αντανακλώντας τις περιφερειακές διαφορές.









#### Ανάλυση διαδικτυακής φήμης και αξιολόγησης της Ελλάδας (Απρίλιος 2025 – Ιούνιος 2025)

Για την περίοδο (Απρίλιος 2025 – Ιούνιος 2025), η ανάλυση των δεδομένων που συλλέχθηκαν από το διαδίκτυο και τα Μέσα Κοινωνικής Δικτύωσης, αναδεικνύει τα κύρια σημεία σχετικά με την διαδικτυακή φήμη της Ελλάδας και την αξιολόγηση της τουριστικής εμπειρίας.

### • Διαφορές, δυνατά σημεία και προκλήσεις ανά Περιφέρεια

- Υγιεινή: Η Κεντρική Μακεδονία (9,2) και το Βόρειο Αιγαίο (9,2) έλαβαν βαθμολογίες υγιεινής άνω του μέσου όρου, ενώ η Ανατολική Μακεδονία & Θράκη (6,9) και η Πελοπόννησος (6,0) είχαν χαμηλότερες επιδόσεις.
- Αξίζει να σημειωθεί ότι η βιωσιμότητα και η υγιεινή καταγράφουν τη μεγαλύτερη διακύμανση μεταξύ των Περιφερειών.
- Ως προς τη βιωιμότητα, η ενίσχυση του αριθμού των επιχειρήσεων με περιβαλλοντική πιστοποίηση συνιστά κρίσιμο βήμα για τη διαμόρφωση μιας πιο υπεύθυνης και βιώσιμης τουριστικής εμπειρίας σε εθνικό επίπεδο, ικανής να προσελκύσει τις νεότερες και περισσότερο ευαισθητοποιημένες γενιές ταξιδιωτών. Άλλωστε η Ελλάδα συγκαταλέγεται σήμερα στις χώρες με το χαμηλότερο ποσοστό πιστοποιημένων μονάδων σε σχέση με τους βασικούς ανταγωνιστές της (πηγή: <a href="https://insete.gr/bi/hotel-sustainability-indicators-gr/">https://insete.gr/bi/hotel-sustainability-indicators-gr/</a>).

### Αξιολόγηση της εμπειρίας ανά αγορά

- Οι επισκέπτες από τις **Ηνωμένες Πολιτείες** (9,3) και το **Ηνωμένο Βασίλειο** (9,2) συνέχισαν να καταγράφουν την υψηλότερη ικανοποίηση, αποδίδοντας ιδιαίτερα υψηλές βαθμολογίες σε Περιφέρειες όπως η Πελοπόννησος (ΗΠΑ 9,6) και οι Κυκλάδες (Ηνωμένο Βασίλειο 9,2). Οι επισκέπτες από τη Γερμανία (8,6), την Ιταλία (8,5) και τη Γαλλία (8,4) βαθμολόγησαν την Ελλάδα συνολικά χαμηλότερα.
- Υψηλή ικανοποίηση κατέγραψαν επίσης, οι επισκέπτες από την Πολωνία (9,7) και την Ουγγαρία (9,5) στη Θεσσαλία, καθώς και οι επισκέπτες από τη Βουλγαρία (9,5) στην Κεντρική Μακεδονία.









## Key Sentiment Indexes GREECE'S ONLINE SOCIAL REPUTATION







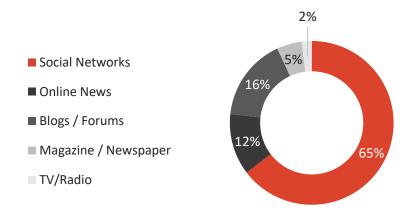


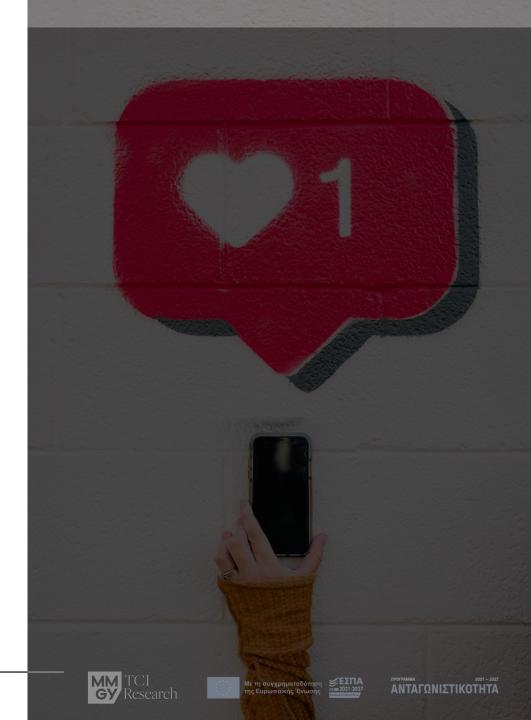
### **Sentiment Tracker**

METHODOLOGICAL OVERVIEW OF DESTINATION REPUTATION AT LARGE

### **Analysing online social data**

- The "sentiment" reflects the state of travel brands' online reputation. These are seen through online social conversations at a global level.
- They are shared by differing media, consumers, companies, citizens, brands and officials on websites, forums, blogs & social networks.
- While sentiment is not predictive of travellers' planning, a positive e-reputation is essential to generate favourability towards destinations and travel brands, particularly when choosing a destination.
- From April 2025 to June 2025, **Greece was mentioned 259.3k in social conversations** in relation to travel, generating **5.5M engagements**, shared by **65.1K unique authors** from **200+ countries**.





### **Key Sentiment Trends**

SUMMARY FOR Q2 2025

- In Q2 2025, Greece's Net Sentiment Index recorded a **negative trend and averaged 39**, placing it **fifth among competitive destinations**, just above Spain. Although noting a downward trajectory as well, **Athens performed notably better** with an average Net Sentiment Index of 61, narrowing the gap with regional leader Croatia but still trailing behind.
- Social conversations around culture continued to dominate with 50,106 mentions, while also recording the highest sentiment at 87. Hospitality and gastronomy followed with strong ratings of 79 and 78, driven by praise for warmth, culinary experiences, and modern boutique stays, though hospitality remained a much smaller share of total conversations. The environment, while maintaining visibility with 8,108 mentions, recorded the weakest sentiment at 60, reflecting the weight of negative stories around earthquakes, storms, and wildfires.
- Positive stories highlighted **Greece's iconic attractions and authentic experiences**. Santorini, Corfu, Milos, and Zagorochoria drew attention for natural beauty, while Knossos, Eleusis, and the Athen's Epidaurus Festival underscored cultural depth. **Culinary narratives added further appeal** with **olive oil tastings, vegetarian dishes, and traditional desserts**, while hospitality was reinforced through accounts of local warmth and new offerings such as MOD Santorini's **vegan boutique stay**.
- At the same time, negative coverage shaped perceptions throughout the quarter. Earthquakes near Crete and across the Aegean prompted tsunami warnings and site closures, while flash floods, storms, and wildfires caused damage and evacuations across the islands. Tourists contended with extreme heat disrupting travel and posing health risks, while political tensions around Israel, beach privatization protests, and criticism of Santorini's donkey rides fuelled additional controversy.



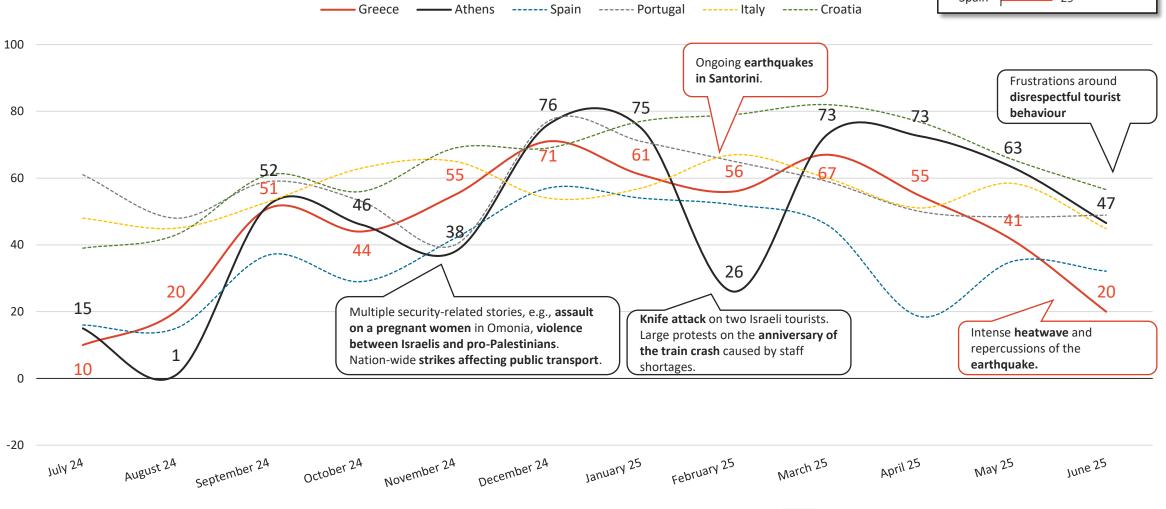




### **Net Sentiment Index**

TRENDS FOR GREECE'S ONLINE REPUTATION





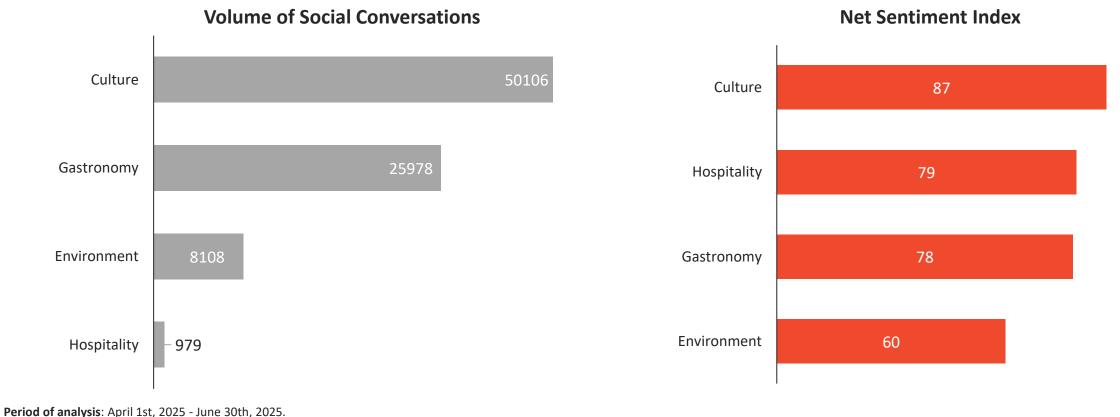




### **Reputation Topics**

TRENDS FOR GREECE'S ONLINE REPUTATION

In Q2 2025, culture again dominated social conversations in Greece, generating 50,106 mentions - almost double gastronomy and far ahead of other categories. It also led sentiment performance with a high index of 87, supported by strong narratives around iconic destinations, festivals, and authentic experiences. Hospitality and gastronomy followed in sentiment with scores of 79 and 78, driven by praise for local warmth, culinary traditions, and innovative stays, though hospitality remained a smaller share of the conversation overall. Conversations around the environment maintained visibility but continued to show the lowest sentiment, likely influenced by negative stories of earthquakes, storms, and wildfires.







### **Positive Sentiment Drivers**

#### STORIES FUELING GREECE'S SOCIAL REPUTATION

Conversations about Greece regarding tourism experiences spotlight both iconic sights and authentic experiences. Santorini impresses with sunsets and caldera views, while Corfu draws visitors to the Corfu Trail and its UNESCO Old Town. Cultural depth comes through Knossos, Eleusis, and the Athens–Epidaurus Festival, alongside hands-on traditions like embroidery workshops. Culinary appeal remains strong with olive oil tastings, vegetarian dishes, and spotlighted desserts like portokalopita. Greece's hospitality leaves a lasting impression, while a vegan boutique stay boosts modern appeal.

### **Examples of reputation drivers**

- Santorini pairs its famous sunsets and caldera views with the ancient ruins of Akrotiri and scenic cliffside hikes between Fira and Oia.
- Corfu invites exploration along the scenic Corfu Trail, through the UNESCO-listed Old Town, and to the dramatic coastline of Paleokastritsa.
- Milos captivates with colourful fishing villages like Klima, boat tours to Kleftiko's sea caves, and tranquil escapes on lesser-known beaches such as Tsigrado.
- Zagorochoria, a UNESCO-listed cluster of 46 villages in the Pindus mountains, is famed for its stone-built architecture and unspoiled natural scenery.
- Discover Knossos in Crete, the first city in Europe and a Bronze Age Minoan center, linked to the legendary myth of Theseus and the Minotaur.
- Take a tour through Eleusis, an ancient sanctuary where rituals honored Demeter and Persephone.
- Thessaloniki offers a vibrant nightlife with waterfront bars, lively tavernas, and music-filled streets that stay active well into the night.
- Navagio Beach on Zakynthos, famed for its rusting MV Panagiotis shipwreck, draws thousands of visitors each year with its golden sands and intriguing history.

- Taste Greece's olive oil heritage in Crete's mountain orchards and Corfu's modern mills, sampling award-winning oils and exploring centuries-old
- Vegetarian Greek cuisine delights with briam roasted vegetables, bamies okra stew, and kolokithokeftedes zucchini fritters rich in Mediterranean flavor.
- Tasting portokalopita in Athens offers a sweet experience of flaky phyllo soaked in orange syrup, capturing the essence of traditional Greek dessert culture.
- The Athens–Epidaurus Festival brings theatre, music, opera, and dance to ancient venues like the Odeon of Herodes Atticus during the summer season.
- A traditional embroidery class offers the chance to learn regional stitching techniques and connect with the craftsmanship of this part of Greece.
- Visitors praise the warmth of Greek hospitality, sharing stories of locals offering directions, treats, and heartfelt conversations.
- MOD Santorini offers the island's first 100% vegan boutique stay, combining traditional Greek charm with plant-based luxury and rooftop jacuzzis.
- Greece's deal with Emirates and Aegean Airlines will bring more tourists all year by making travel to islands like Santorini, Mykonos, and Rhodes easier.

Period of analysis: April 1st, 2025 - June 30th, 2025.









### **Illustrative Social Posts**

#### STORIES REFLECTING POSITIVE SENTIMENT



#### beautifuldestinations shared a carousel

If you're planning a Greek island hop this summer, start here... 👇 🍱 📍 Santorini (isijung): Yes, it's famous for the ... Town, and take a day trip to the dramatic Paleokastritsa coast. # # Been to Greece? What's your favorite island to visit?..

published on 21/06/25 at 15:00 Instagram United States Instagram.com



#### natgeotravel shared an image

..star of the Cyclades, but an increase in tourists on a lesser-known Greek island is proving... The ethereal charm of Milos, Greece, makes it a wonderful destination for travelers with its ancient archeological sites...

published on 26/05/25 at 03:00 Instagram United States Instagram.com



#### कुशल मेहरा @ @kushal\_mehra shared a link

I am definitely visiting it next year with my wife. x.com/lyervval/statu..

@lyervval: Travel to Greece - the scenery is better, the food is much much, the people are super cool & the beaches are the best https://t.co/HR4s0fikTp

published on 14/05/25 at 10:01 Twitter India twitter.com



#### Architecture & Design shared an image



Santorini Island, Greece Photographer: Dotz Soh - @dotzsoh [IG] #archidesiign #architecture #design #travel #photography

published on 01/06/25 at 07:30 Facebook Greece facebook.com

Period of analysis: April 1st, 2025 - June 30th, 2025.



#### Paul Antonopoulos @ O @oulosP shared an image



..local cuisine. Zagochoria is a collection of 46 picturesque villages designated as a UNESCO World Heritage Site nestled deep in the Pindus mountains of Epirus, northwestern Greece. These beautiful villages stand out for their trademark traditional architecture, wild natural landscape, hiking opportunities, and rustic setting. Zagorochoria can be done as a day trip from loannina, the largest city in Epirus. Knossos, the first city in Europe and a major centre of the Bronze Age Minoan civilization, is an archaeological site in Crete. It is known for its...

published on 13/05/25 at 17:57 Twitter Greece twitter.com

#### 10 Of The Best European Cities For Cultural Breaks In 2025



Joanne Shurvell, Contributor created a post

The CRAZIEST Place in Greece - That No One Talks About (Eleusis, Corinth, Mycenae, Peloponnese)

of bold architectural innovation, from Santiago Calatrava's Zubizuri Bridge to the Azkuna Zentroa cultural center, a... 4.Athens, Greece The birthplace of philosophy, democracy and theater, Athens is an open-air museum filled with...

published on 19/05/25 at 15:24 | Magazine | United States | www.forbes.com



#### Those Happy Days shared a video



.Greece. • What You'll See in This Episode - Exploring Eleusis and the Eleusinian mysteries - Top vegan street food in Greece

. experiences - Local **travel** hacks for your own adventure 🛕 Subscribe for weekly European **travel** vlogs 🗲 ...

published on 22/06/25 at 09:55 YouTube United Kingdom youtube.com



#### pubity shared a carousel

Visiting Greece in the summer is a great mix of history, island charm, and mouthwatering cuisine! 📺 Athens offers a... 🧑 Share this with the person you want to visit Greece with # - #greece #summer #travel.

THE FIRST PERSON ON YOUR SHARE LIST QWES YOU A TRIP TO CREECE THIS SUMMER

published on 15/05/25 at 16:02 Instagram United States Instagram.com









### **Illustrative Social Posts**

#### STORIES REFLECTING POSITIVE SENTIMENT



#### natgeotravel shared an image

Taste your way through Greece's olive oil heritage. Oleotourism is thriving across Greece, where visitors can explore ancient groves, sample record-breaking oils, and meet the families keeping traditions alive...

taking off in Greece

published on 04/06/25 at 15:00 Instagram United States instagram.com

Paul Antonopoulos = 🗷 🗸 @oulosP shared an image





Briam (Vegetables roasted with olive oil and tomato sauce) 4. Bamies (Okra) Please note that Kolokithokeftedes in the first tweet has eggs and Greek cheese has rennet.

@oulosP: For the vegetarian Indian tourists travelling to Greece after making the wise decision to boycott Turkey, these are my four favourite Greek vegetarian dishes: Kolokithokeftedes, Gigantes, Gemista, and Fava. I follow the Greek diet, which most Greeks do not (...), so red meat just a few times a month, chicken and pork once or twice a week, seafood twice a week, and a

published on 13/05/25 at 13:44 Twitter Greece twitter.com







Eva Andrini shared a video

...tried during my countless trips to Greece, in fact it's now a family tradition to go every summer and over time I've fallen madly in love with this cuisine . INGREDIENTS For the cake 500g filo pastry (2 packs) 3 eggs 100g... translated by google 🔤

published on 22/04/25 at 18:34 | YouTube | Italy | youtube.com





With Love From Greece Photographer: @mjsantoos [IG] #archidesiign #architecture #design #travel #photography #europe

published on 15/07/25 at 04:30 Facebook Greece | facebook.com

Period of analysis: April 1st, 2025 - June 30th, 2025.

#### iuliemontagu shared a carousel





36 more hours in one of my favourite places on Earth - costanavarino . We've been here four times now and it never gets old ... the trip: I took part in an embroidery class rooted in local traditions. Learning about the regional embroidery heritage -...

published on 30/06/25 at 21:28 | Instagram | United States | instagram.com

#### 





I agree that #Greece is SO much better as a holiday destination. Lovely locales, amazing culture, great food and wonderful people. We spent a lovely family vacation last year exploring Athens and the Greek islands of Santorini, Naxos and Mykonos. @oulosP pic.x.com/L15aB7Y6Sf

published on 14/05/25 at 15:38 Twitter India twitter.com

#### Architecture & Design shared an image





Night View Of Oia, Santorini, Greece : Photographer: Gregory Kom - @momentsofgregory [IG] #archidesiign #architecture #design #travel #photography #europe #santorini #greece

published on 16/06/25 at 04:30 Facebook Greece facebook.com

#### vegansofzuri shared a reel





MOD Santorini - Greece's 1st Vegan Boutique Stay 🌞 m Dreaming of a vegan stay with Greek island charm? mod.santorini is ... meals to go, or request lunch boxes for day trips. MOD Santorini is inclusive & LGBTQ+ friendly. It's an adults-only.

published on 30/04/25 at 11:47 Instagram United States instagram.com









### **Negative Sentiment Drivers**

GREECE'S VIGILANCE POINTS FOR ONLINE REPUTATION

Negative stories around Greece centre on **natural disasters and political tensions**. **Earthquakes** near Crete and across the Aegean triggered **tsunami warnings**, site closures, and travel disruptions, while **flash floods and storms caused severe damage** on Paros, Mykonos, Rhodes, and Crete. **Wildfires on Chios** forced evacuations and a state of emergency, adding to **concerns over extreme heat** that continues to disrupt travel and pose health risks. Political tensions relate to Greece's position regarding the war in Palestine, including protests against Israeli visitors in Greece.

### **Examples of reputation drivers**

- Two earthquakes struck near Crete and across the Aegean, prompting tsunami warnings, temporary site closures and travel disruptions.
- Flash floods and strong storms hit Paros, Mykonos, Rhodes, and Crete, causing severe damage and forcing emergency clean-up operations just weeks before Easter.
- Intense wildfires on Chios forced evacuations, caused power and water outages, damaged property, and led to a state of emergency.
- Tourists in Greece are struggling with **extreme heat,** causing health risks and disrupting travel plans.
- Greece's show of solidarity with Israel sparked negative sentiment among many residents, fuelling tensions in tourist areas.
- Greek peace protesters confronted an Israeli soldier, who was later removed from a pro-Palestinian protest for allegedly attempting to assault participants.
- Residents south of Athens are protesting possible construction projects on their beaches, as hotels and beach bars are allowed to charge entry for their beach access.
- Donkey rides in Santorini faced criticism for **poor animal welfare**, with reports of overworked animals, inadequate care, and rules on rider weight often ignored.
- American tourists in Greece got critiqued in online discussions for noise disturbance and wearing clothing with offensive statements.









### **Illustrative Social Posts**

#### STORIES REFLECTING NEGATIVE SENTIMENT

dailymirror shared a reel



Mega 6.2 quake hits Greece and Turkey causing swaying hotels and tourists to flee

published on 03/06/25 at 14:03 Instagram United States Instagram.com

#### "A total catastrophe": Greece hit by torrential rains unprecedented in 20 years





lucie valais created a post

...transformed into a "mud lake". In Greece , some of the most touristy islands in the Cyclades have been affected by intense... flooding. In Greece, some commentators point to overbuilding caused by the development of tourism. translated by google AD

published on 04/04/25 at 10:57 TV/Radio France www.bfmtv.com







Noovo Moi shared a link

These are not easy times on translated by google



#### Monika Gruber @ @MonikaGruber24 shared a link

I would immediately suspend all holiday flights to destinations like Greece, Egypt, etc., where temperatures sometimes exceed 40 degrees Celsius in the shade. Otherwise, Lufthansa and other airlines would be complicit in the thousands upon thousands of (German) heat-related deaths!!! x.com/medienfuzzisho.

@MedienfuzziShow: Left today, right 1975. They are embarrassing, ridiculous liars. https://t.co/tAo9Do1Dfn

translated by google AD

published on 18/06/25 at 23:59 Twitter Austria twitter.com





Amid Israel's ongoing massacres in Gaza, the prime minister of Greece, Kyriakos Mitsotakis, traveled to Jerusalem to stand shoulder to shoulder with the key architect of Israel's genocide against 2.3 million Palestinians, Benjamin Netanyahu. Through this visit, the Greek government is demonstrating its deep complicity with Israel's regime of genocide, settler-colonialism, and

published on 01/04/25 at 13:22 Twitter Canada twitter.com

Citizen Média 🖋 😊 @CitizenMediaFR shared a video





🔤 🗷 INFO | "You are not welcome here" An Israeli soldier traveling in Greece allegedly attempted to assault protesters during : pro-Palestinian demonstration. He was chased away by the demonstrators before being arrested and handcuffed by police at the scene. translated by google AZ

published on 10/06/25 at 19:20 Twitter France | twitter.com





tagesschau shared a reel

In Greece, hotels and beach bars have government permission to charge admission. There are pristine beaches... admission prices. #news #dailynews #vacation #Greece ... translated by google [35]

published on 28/06/25 at 10:00 Instagram Germany instagram.com

#### VIER PFOTEN shared an image





#TravelKind The peak travel season in Greece is starting again, and with it a popular tourist attraction: donkey rides. Donkey rides are especially popular on Santorini, and the donkeys must... translated by google DE

...tourists sing loudly on the streets during quiet hours. The video has caused a debate in Greece...



applepumpkinspy has replied

They do this crap in their own country as well - as anyone that lives within ear shot of bars / clubs already knows too well.

Period of analysis: April 1st, 2025 - June 30th, 2025.









# **Experience Reputation** GREECE'S VISITOR EXPERIENCE REPUTATION: RESTAURANTS, BARS & ATTRACTIONS MM TCI Research ♦ travelsat ΑΝΤΑΓΩΝΙΣΤΙΚΟΤΗΤΑ

### **Ratings & Reviews**

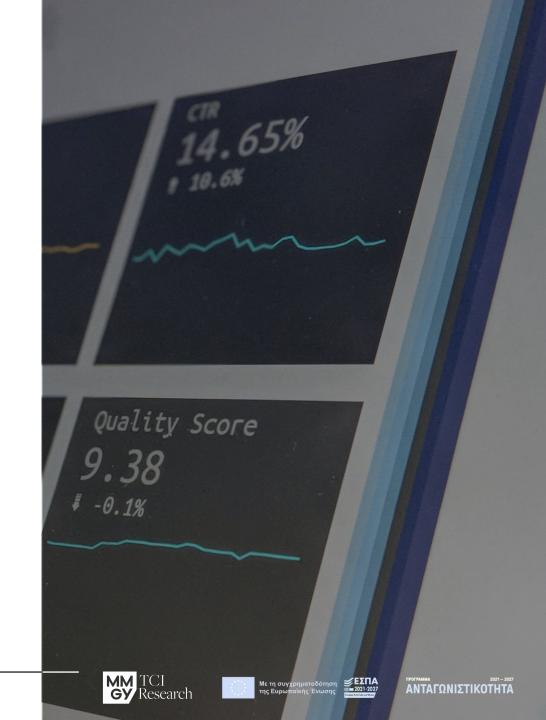
METHODOLOGICAL OVERVIEW

### **Consolidating ratings and reviews**

- TRAVELSAT<sup>©</sup> Pulse uses a solid aggregation methodology to consolidate reviews, both numerical scores and written feedback, from sources that cater to different aspects of the tourism ecosystem. It should be noted that not all ratings can be associated with specific markets.
- The platform presents all scores through a consolidated scale of 0-10. These have been
  converted from their original source and are weighted to adjust the significance that
  each source score has. Analyses are carried out across verticals, markets and guest
  profiles.

### Sentiment analysis technology

- Beyond structured ratings, written reviews are also analysed using the most developed sentiment lexicon. This allows for an analysis of positive and negative deflections by keywords by sub-category and guest profile.
- The AI semantic engine **covers 16 languages**: Arabic, Russian, Polish, Portuguese, Swedish, Norwegian, Danish, English, French, German, Dutch, Spanish, Italian, Finnish, Simplified Chinese, and Turkish. However, **ratings and reviews are collected for all sourcing markets** sharing their experience on the rating platforms.



### **Scope of Analysis**

DEFINING GREECE'S TOURISM ECOSYSTEM

### Sources connected to TRAVELSAT® Pulse

- The sources range from search engines with a review function, such as Google, to complete online travel agencies, like Trip Advisor and Booking.com. Currently having **45** sources connected<sup>1</sup>, 95% of all experience-based data available online is analysed.
- All rating platforms collect global data on the same KPIs, ensuring accuracy when comparing to other destinations. Benchmarking data is therefore be based on the largest Hospitality Datasets available.

### Sample definition & analysis period

- A sample of 1500 properties in Greece was randomly selected from its full Trip Advisor inventory to create a representative picture of Greece's tourism ecosystem.
- The current report analyses the second quarter of 2025, ranging from April 1<sup>st</sup>, 2025, to June 30<sup>th</sup>, 2025.

### **Reviews Corpus Analysed**

| Verticals    | Reviews Count Greece<br>(01/04/2025 to 30/06/2025) | Reviews Count Benchmark<br>(01/04/2025 to 30/06/2025) |
|--------------|--|---|
| Attractions  | 115,861  | 5,308,533   |
| Restaurants  | 70,979   | 8,903,306   |
| Total Sample | 186,840  | 14,211,839  |

Note: The benchmark is composed of several representative European destinations.









### **Key Visitor Experience Trends**

SUMMARY FOR Q2 2025

- Greece maintained a strong overall rating of 9.1 in Q2 2025, outperforming the European benchmark of 8.8. Review volumes rose steadily with the summer season, reaching nearly 188,000 reviews in Q2. While also growing in review volumes, Athens showed a slightly positive trend in monthly ratings throughout the quarter.
- Overall, experience categories performed consistently well, with Food & Beverage (9.2) leading, followed by Sea (9.1) and Culture (9.1). Personnel remained the strongest sentiment theme nationwide with a score of 9.5, confirming Greece's reputation for hospitality. Value for Money achieved 8.9 overall, though regions such as West Macedonia (10.0) and West Greece (9.4) stood out. Sustainability (8.5) and Hygiene (8.3) showed more variability, with weaker results in East Macedonia & Thrace (6.9 hygiene) and Peloponnese (6.0 hygiene).

#### **Regional Highlights**

- **Personnel**: Epirus (9.9), Central Greece (9.6), West Greece (9.7), and West Macedonia (10.0) stood out for exceptional service quality. Thessaly (9.6) also performed strongly, reinforcing personnel as the top strength nationwide.
- **Sustainability**: Thessaly (9.7), North Aegean (9.4), and East Macedonia & Thrace (9.6) achieved the highest sustainability sentiment, with Thessaly leading nationally. Cyclades (7.4) and Central Greece (6.7) trailed, reflecting regional disparities.
- Hygiene: Central Macedonia (9.2) and North Aegean (9.2) received above-average hygiene scores, while East Macedonia & Thrace (6.9) and Peloponnese (6.0) underperformed.
- Food & Beverage: Ionian Islands (9.4), Crete (9.3), Dodecanese (9.3) and Cyclades (9.3) led in culinary satisfaction. West Macedonia (9.5) also excelled, though on a significantly lower review volume.
- Sea: Epirus (9.7), Attica (9.4), Cyclades (9.4), and Ionian Islands (9.2) received top scores for seaside experiences.
- **Culture**: Thessaly (9.5) and East Macedonia & Thrace (9.4) led in cultural satisfaction. Central Greece (9.4) also performed above national averages.

#### **Market Affinity**

• By market, the **United States (9.3) and United Kingdom (9.2) continued to provide the strongest satisfaction**, with particularly high scores in regions such as Peloponnese (US 9.6) and Cyclades (UK 9.2). Germany (8.6), Italy (8.5) and France (8.4) rated Greece lower overall. Positive outliers included Poland (9.7) and Hungary (9.5) in Thessaly, and Bulgaria (9.5) in Central Macedonia.

Period of analysis: April 1st, 2025 - June 30th, 2025.



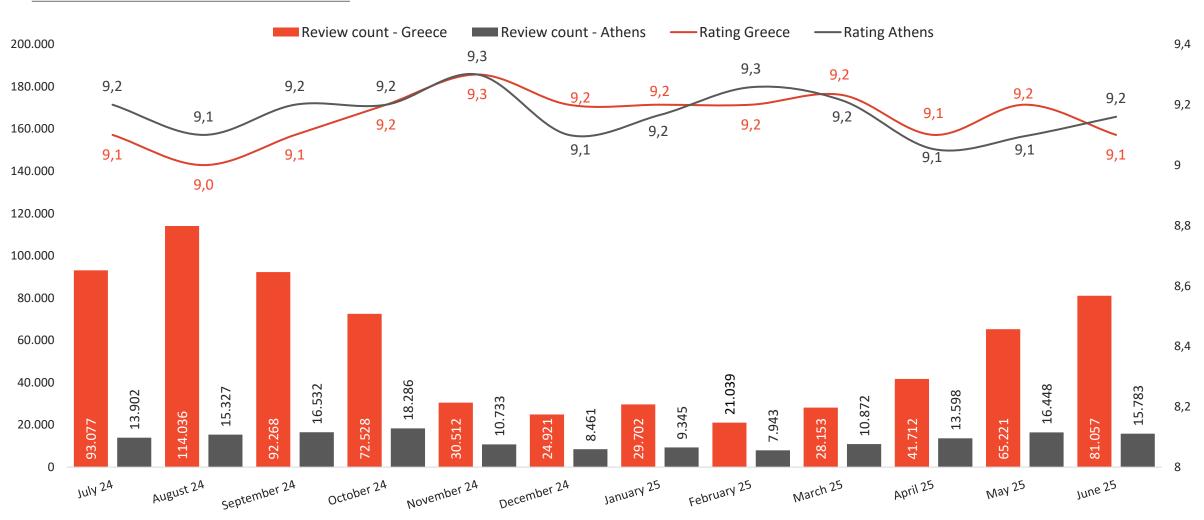






### **Overall Experience Reputation**

MONTHLY BREAKDOWN OF REVIEW VOLUME & OVERALL RATING FOR RESTAURANTS, BARS & ATTRACTIONS



**Note**: Data presented here stems from numerical ratings.



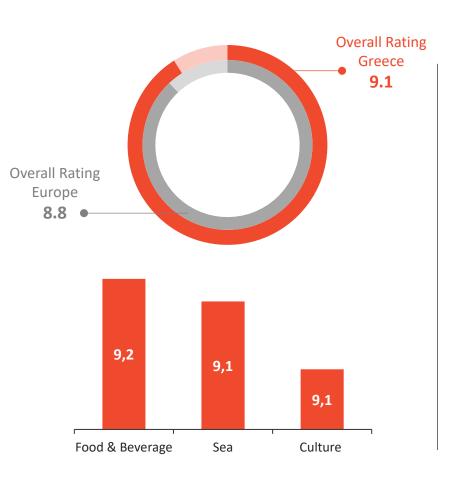


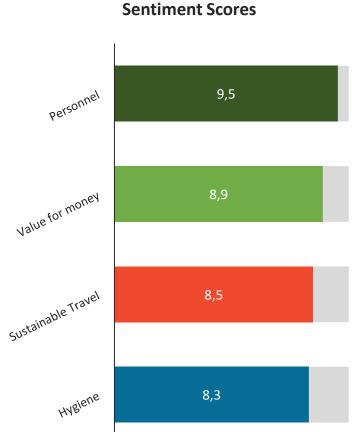




### **Greece Overall**

EXPERIENCE REPUTATION: RESTAURANTS, BARS & ATTRACTIONS IN GREECE





**Note**: Data presented here stems from numerical ratings.

**Note**: Data presented here stems from written reviews.

Period of analysis: April 1st, 2025 - June 30th, 2025. Review Count: 187,990



### **Rating per Market**

| Market                | Rating | Review Volume |
|-----------------------|--------|---------------|
| <b>United States</b>  | 9.3    | 4863          |
| <b>United Kingdom</b> | 9.2    | 4793          |
| Germany               | 8.6    | 1935          |
| Italy                 | 8.5    | 1340          |
| France                | 8.4    | 1921          |
| Greece                | 8.8    | 704           |

**Note**: Data presented here stems from numerical ratings. The markets reported are based on review count.



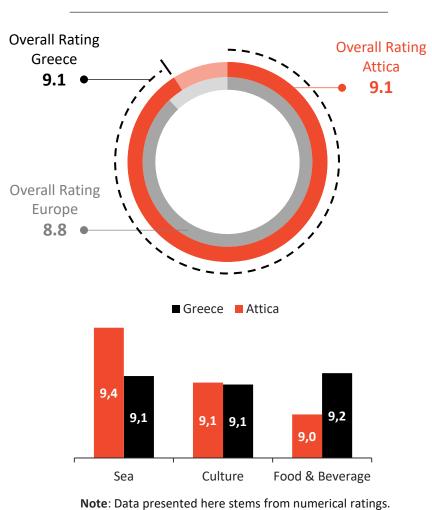


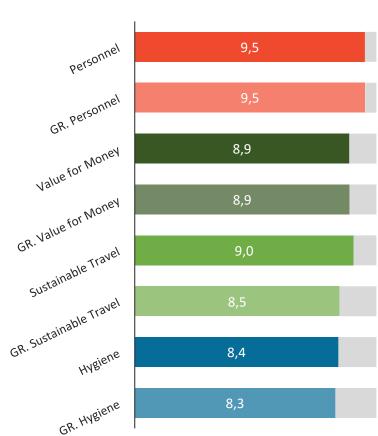




### **Attica**

#### EXPERIENCE REPUTATION: RESTAURANTS, BARS & ATTRACTIONS IN ATTICA





**Sentiment Scores** 



Note: Data presented here stems from written reviews.



### **Rating per Market**

| Market         | Rating | Review Volume |
|----------------|--------|---------------|
| United States  | 9.3    | 3,345         |
| United Kingdom | 9.1    | 1,443         |
| Australia      | 9.0    | 595           |
| Germany        | 8.3    | 711           |
| France         | 7.9    | 864           |
| Greece         | 8.3    | 143           |

Note: Data presented here stems from numerical ratings. The markets reported are based on review count.

Period of analysis: April 1st, 2025 - June 30th, 2025. Review Count: 55,215



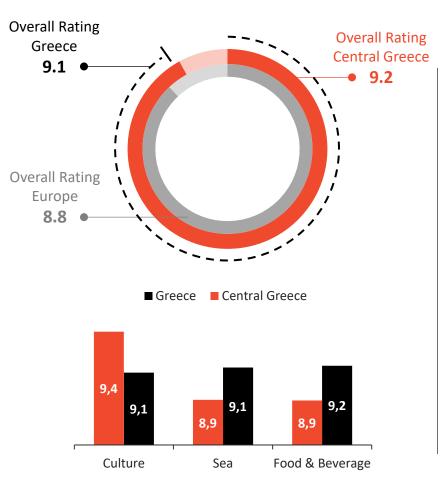






### **Central Greece**

EXPERIENCE REPUTATION: RESTAURANTS, BARS & ATTRACTIONS IN CENTRAL GREECE



personnel GR. Personnel 9,5 Nalue for Money 9,2 GR. Value for Money 8,9 7,8 GR. Hygiene 8,3 <sub>Sustainable Travel</sub> 6,7 8,5

**Sentiment Scores** 

9,6

Note: Data presented here stems from written reviews. Sentiment categories with no score do not have a large enough base in terms of mentions.



### Rating per Market

| Market        | Rating | Review Volume |
|---------------|--------|---------------|
| United States | 9.5    | 45            |

Note: Data presented here stems from numerical ratings. The markets reported are based on review count.





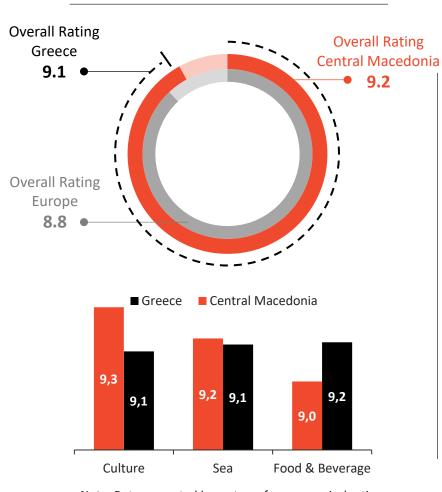


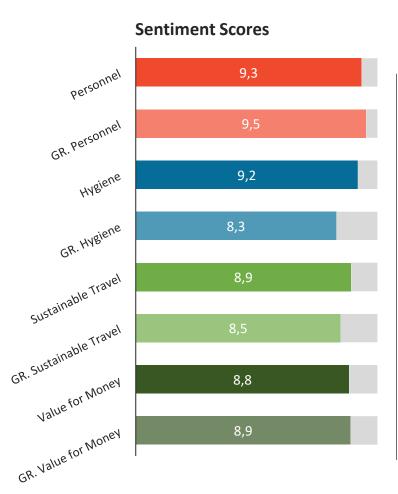


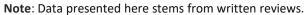
Note: Data presented here stems from numerical ratings.

### **Central Macedonia**

EXPERIENCE REPUTATION: RESTAURANTS, BARS & ATTRACTIONS IN CENTRAL MACEDONIA







Note: Data presented here stems from numerical ratings.



### Rating per Market

| Market         | Rating | Review Volume |
|----------------|--------|---------------|
| Bulgaria       | 9.5    | 62            |
| United Kingdom | 9.2    | 204           |
| Romania        | 9.1    | 65            |
| Germany        | 9.1    | 148           |
| Turkey         | 8.6    | 65            |
| Greece         | 8.3    | 125           |

Note: Data presented here stems from numerical ratings. The markets reported are based on review count.





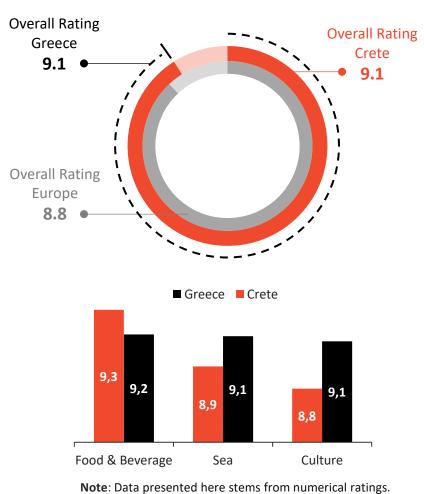


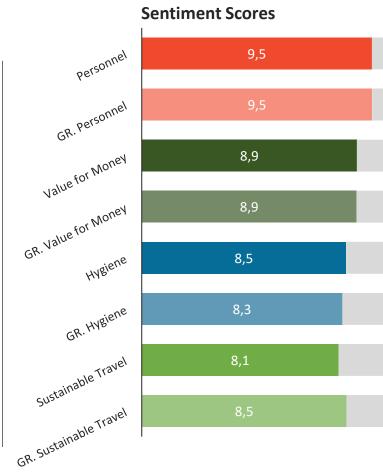


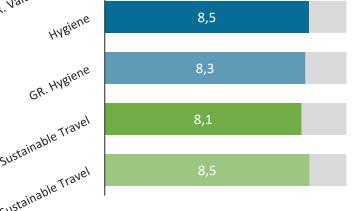


### Crete

#### EXPERIENCE REPUTATION: RESTAURANTS, BARS & ATTRACTIONS IN CRETE







Note: Data presented here stems from written reviews.





### **Rating per Market**

| Market         | Rating | Review Volume |
|----------------|--------|---------------|
| United States  | 9.1    | 208           |
| United Kingdom | 9.1    | 525           |
| Italy          | 8.8    | 233           |
| France         | 8.8    | 462           |
| Germany        | 8.5    | 291           |
| Greece         | 9.3    | 93            |

Note: Data presented here stems from numerical ratings. The markets reported are based on review count.

Period of analysis: April 1st, 2025 - June 30th, 2025. Review Count: 32,525





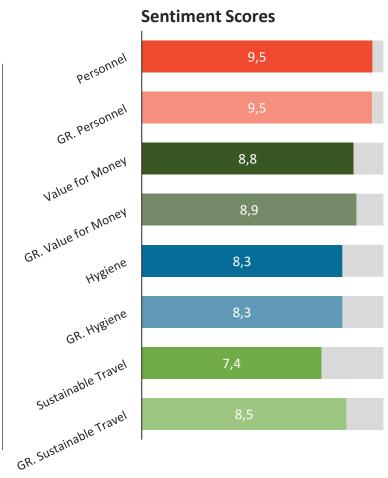


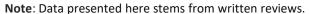


### **Cyclades**

#### EXPERIENCE REPUTATION: RESTAURANTS, BARS & ATTRACTIONS IN CYCLADES







Note: Data presented here stems from numerical ratings.



### **Rating per Market**

| Market         | Rating | Review Volume |
|----------------|--------|---------------|
| Australia      | 9.4    | 158           |
| United States  | 9.4    | 765           |
| France         | 9.2    | 182           |
| United Kingdom | 9.2    | 526           |
| Canada         | 9.0    | 187           |
| Greece         | 9.6    | 53            |

Note: Data presented here stems from numerical ratings. The markets reported are based on review count.



Greece Reputation Tracker | 27



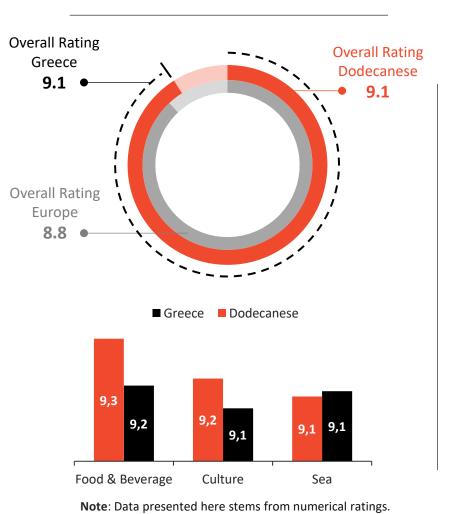


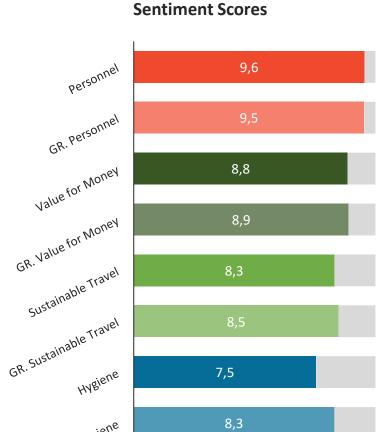




### **Dodecanese**

#### EXPERIENCE REPUTATION: RESTAURANTS, BARS & ATTRACTIONS IN DODECANESE







### **Rating per Market**

| Market          | Rating | Review Volume |
|-----------------|--------|---------------|
| United States   | 9.5    | 188           |
| United Kingdom  | 9.2    | 1,106         |
| The Netherlands | 8.9    | 189           |
| France          | 8.8    | 146           |
| Germany         | 8.7    | 402           |
| Greece          | 8.9    | 76            |

Note: Data presented here stems from numerical ratings. The markets reported are based on review count.

Period of analysis: April 1st, 2025 - June 30th, 2025. Review Count: 25,181



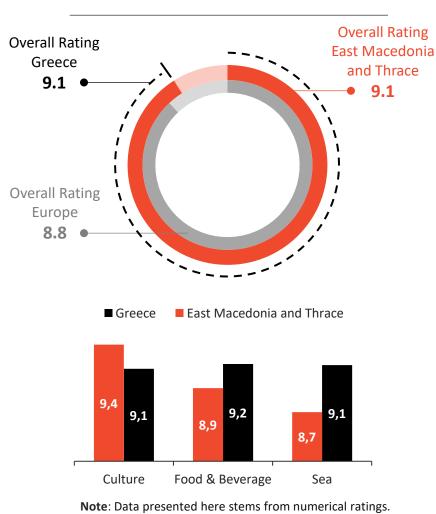


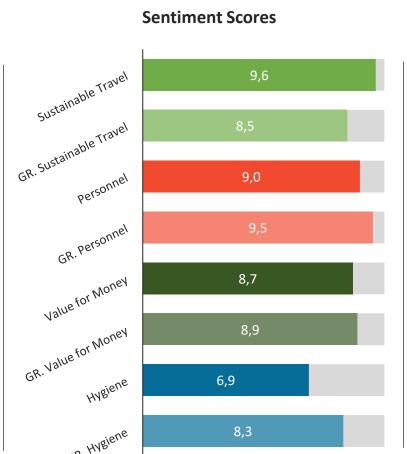




### **East Macedonia and Thrace**

EXPERIENCE REPUTATION: RESTAURANTS, BARS & ATTRACTIONS IN EAST MACEDONIA AND THRACE







Period of analysis: April 1st, 2025 - June 30th, 2025. Review Count: 3,999



### **Rating per Market**

**Note**: Data on reviews per market was not sufficient for analysis.

**Note**: Data presented here stems from numerical ratings. The markets reported are based on review count.



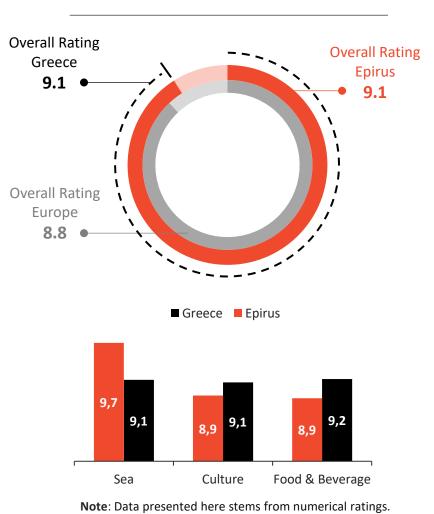


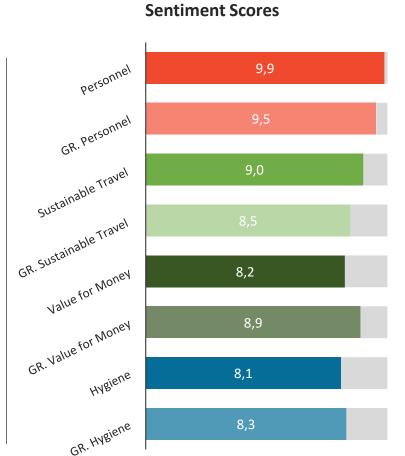




### **Epirus**

#### EXPERIENCE REPUTATION: RESTAURANTS, BARS & ATTRACTIONS IN EPIRUS









### **Rating per Market**

| Market         | Rating | Review Volume |
|----------------|--------|---------------|
| United Kingdom | 9.3    | 32            |

Note: Data presented here stems from numerical ratings. The markets reported are based on review count.





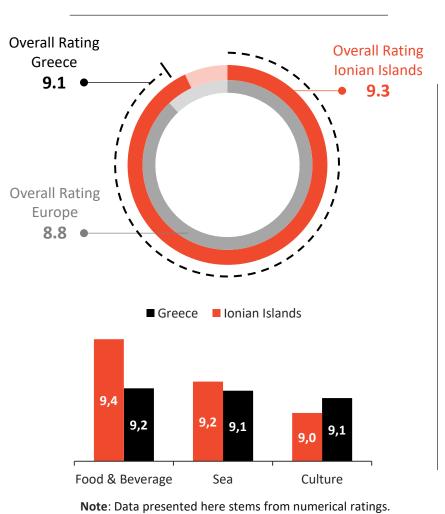


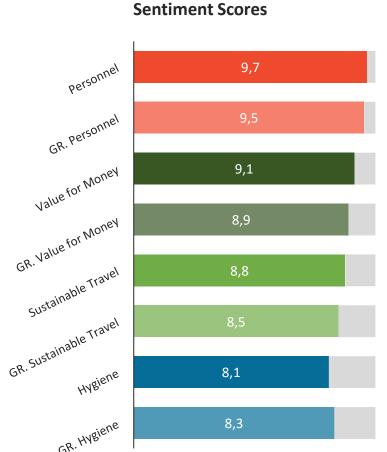


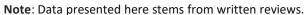


### **Ionian Islands**

EXPERIENCE REPUTATION: RESTAURANTS, BARS & ATTRACTIONS IN IONIAN ISLANDS









### **Rating per Market**

| Market          | Rating | Review Volume |
|-----------------|--------|---------------|
| United Kingdom  | 9.4    | 722           |
| The Netherlands | 9.1    | 140           |
| Italy           | 8.7    | 123           |
| Germany         | 8.7    | 106           |
| France          | 8.5    | 85            |
| Greece          | 9.2    | 78            |

Note: Data presented here stems from numerical ratings. The markets reported are based on review count.

Period of analysis: April 1st, 2025 - June 30th, 2025. Review Count: 12,795



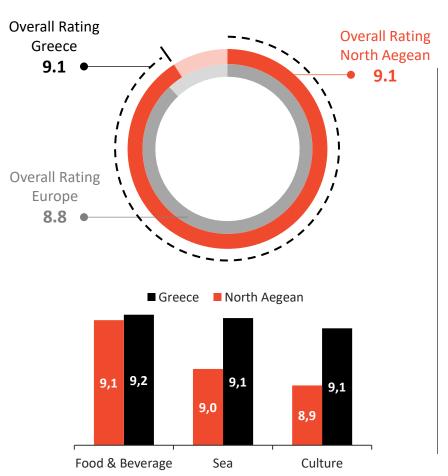


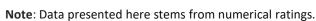




### **North Aegean**

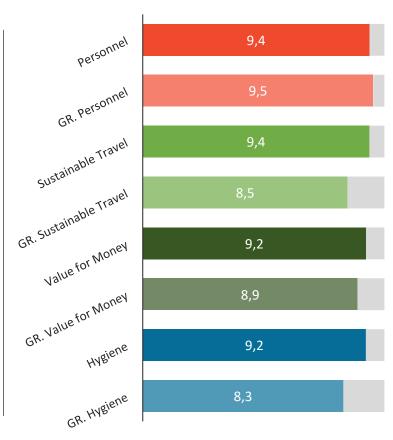
EXPERIENCE REPUTATION: RESTAURANTS, BARS & ATTRACTIONS IN NORTH AEGEAN





Period of analysis: April 1st, 2025 - June 30th, 2025. Review Count: 1,039

### **Sentiment Scores**



**Note**: Data presented here stems from written reviews. Sentiment categories with no score do not have a large enough base in terms of mentions.



### **Rating per Market**

**Note**: Data on reviews per market was not sufficient for analysis.

**Note**: Data presented here stems from numerical ratings. The markets reported are based on review count.



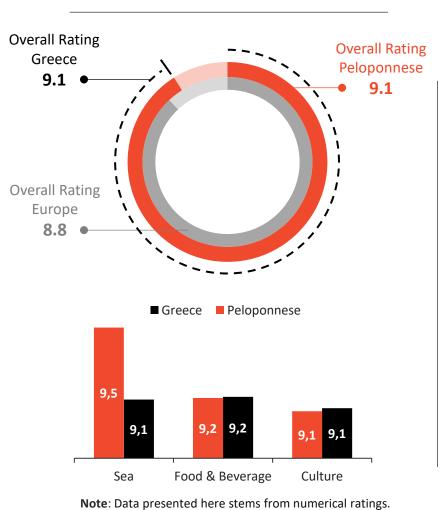




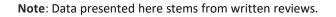


### Peloponnese

EXPERIENCE REPUTATION: RESTAURANTS, BARS & ATTRACTIONS IN PELOPONNESE



### **Sentiment Scores** 9,4 GR. Personnel 9,5 Value for Money 8,8 GR. Value for Money 8,9 8,1 6,0 8,3





### **Rating per Market**

| Market         | Rating | Review Volume |
|----------------|--------|---------------|
| United States  | 9.6    | 67            |
| United Kingdom | 9.2    | 45            |
| Italy          | 9.2    | 49            |
| Germany        | 8.8    | 30            |
| France         | 8.8    | 52            |
| Greece         | 8.3    | 44            |

Note: Data presented here stems from numerical ratings. The markets reported are based on review count.

Period of analysis: April 1st, 2025 - June 30th, 2025. Review Count: 6,502





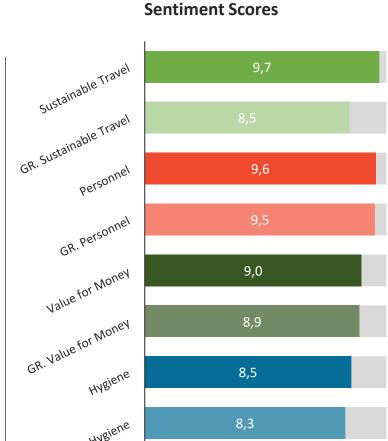


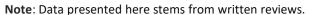


### **Thessaly**

#### EXPERIENCE REPUTATION: RESTAURANTS, BARS & ATTRACTIONS IN THESSALY









### **Rating per Market**

| Market         | Rating | Review Volume |
|----------------|--------|---------------|
| Poland         | 9.7    | 74            |
| Hungary        | 9.5    | 62            |
| Germany        | 9.4    | 105           |
| Italy          | 9.0    | 64            |
| United Kingdom | 8.7    | 132           |

Note: Data presented here stems from numerical ratings. The markets reported are based on review count.

Period of analysis: April 1st, 2025 - June 30th, 2025. Review Count: 5,222









### **West Greece**

EXPERIENCE REPUTATION: RESTAURANTS, BARS & ATTRACTIONS IN WEST GREECE



**Note**: Data presented here stems from numerical ratings. Sub-categories with no score do not have a large enough base in terms of reviews.

Period of analysis: April 1st, 2025 - June 30th, 2025. Review Count: 2,154

### **Sentiment Scores** 9,7 GR. Personnel 9,5 Nalue for Money 9,4 GR. Value for Money 8,9

**Note**: Data presented here stems from written reviews. Sentiment categories with no score do not have a large enough base in terms of mentions.



### **Rating per Market**

**Note**: Data on reviews per market was not sufficient for analysis.

**Note**: Data presented here stems from numerical ratings. The markets reported are based on review count.



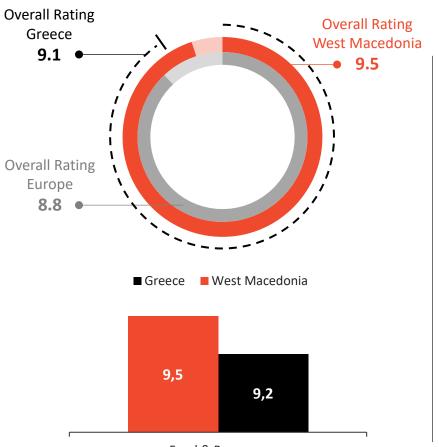






### **West Macedonia**

EXPERIENCE REPUTATION: RESTAURANTS, BARS & ATTRACTIONS IN WEST MACEDONIA

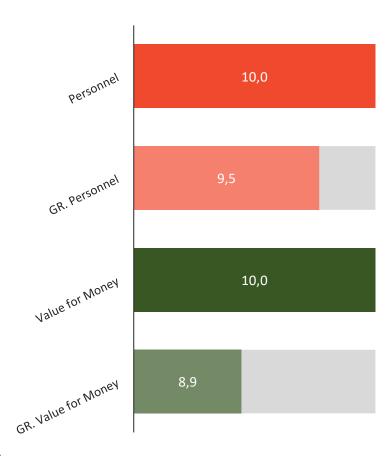


Food & Beverage

**Note**: Data presented here stems from numerical ratings. Sub-categories with no score do not have a large enough base in terms of reviews.

Period of analysis: April 1st, 2025 - June 30th, 2025. Review Count: 565

#### **Sentiment Scores**



**Note**: Data presented here stems from written reviews. Sentiment categories with no score do not have a large enough base in terms of mentions.



### **Rating per Market**

**Note**: Data on reviews per market was not sufficient for analysis.

**Note**: Data presented here stems from numerical ratings. The markets reported are based on review count.











### **Take Aways**

#### IMPORTANT TAKE AWAYS FOR TRAVEL IN GREECE

- Overall Sentiment & Rankings: Greece's Net Sentiment Index (NSI) averaged 39 in Q2 2025, reflecting a negative trend and placing the country fifth among competitive destinations, just above Spain. Athens performed notably better with an average NSI of 61. Although Athens also recorded a downward trend in Q2, it managed to narrow the gap with Croatia.
- Ratings & Volumes: Greece maintained a strong overall rating of 9.1, outperforming the European benchmark of 8.8. Review volumes climbed with the summer season, reaching nearly 188,000 quarterly reviews. Athens mirrored this pattern in volumes while showing a slightly positive trend in sentiment across the quarter.
- Conversation Drivers: Culture dominated online discourse with 50,106 mentions, nearly double gastronomy (25,978), and carried the highest sentiment at 87. Hospitality (79) and Gastronomy (78) followed with strong reputational scores, though hospitality represented a smaller share of mentions. Environment maintained visibility with 8,108 mentions but recorded the weakest sentiment at 60.
- Positive Narratives: Iconic scenery remained a strong attractor, with Santorini, Corfu and Milos highlighted for their beauty. Cultural depth was reinforced by Knossos, Eleusis, and the Athens Epidaurus Festival, while gastronomy narratives emphasized olive oil tastings, vegetarian cuisine, and traditional desserts. Hospitality was reinforced by local warmth and innovations such as a vegan boutique hotel in Santorini.
- Negative Narratives: Recurring environmental shocks caused negative sentiment, including earthquakes, floods, storms, and wildfires, leading to warnings, site closures, evacuations, and damage. Tourists faced extreme heat and health risks, while political tensions (Athen's solidarity with Israel, beach privatization protests), animal welfare criticisms in Santorini, and online critiques of tourist behaviour added further negative sentiment.
- Experience Categories: Core experiences performed strongly nationwide with Food & Beverage (9.2), Sea (9.1), and Culture (9.1). Personnel stood out with an exceptional score of 9.5, confirming Greece's reputation for warmth and service. Value for Money averaged 8.9, though West Macedonia (10.0) and West Greece (9.4) outperformed. Sustainability (8.5) and Hygiene (8.3) showed greater variability and weaknesses in certain regions.
- Regional Disparities: North Aegean (9.1) aligned with national averages but excelled in sustainability (9.4) and hygiene (9.2). Epirus (9.1) impressed with Sea (9.7) and personnel (9.9), while East Macedonia & Thrace (9.1) lagged on hygiene (6.9). Peloponnese (9.1) faced the lowest hygiene score (6.0), despite strong ratings in Sea (9.5).
- Market Affinity: International markets showed mixed results. The United States (9.3) and United Kingdom (9.2) provided the strongest ratings, particularly in Peloponnese (US 9.6) and Cyclades (UK 9.2). By contrast, Germany (8.6), Italy (8.5), and France (8.4) rated Greece lower. Positive outliers included Poland (9.7) and Hungary (9.5) for Thessaly, and Bulgaria (9.5) for Central Macedonia.

Period of analysis: Oct. 1st, 2024 - March 31st, 2025.











### **Appendix A**

SOURCES FOR DATA STEMMING FROM SOCIAL LISTENING

### Unveiling the global online reputation of travel brands

Travel brands' online reputation is measured through global online conversations and comments on various platforms. These are shared by differing media, consumers, companies, citizens, brands and officials on websites, forums, blogs & social networks.

#### **Social Networks:**

- TikTok
- YouTube
- Pinterest
- Vkontakte

#### **Blogs / Forums**

- Travel blogs
- Reddit, etc.

#### Magazine

- Travel magazine
- Lifestyle magazine, etc.

#### **Online News**

- **Greek Reporter**
- National Geographic, etc.

#### **Newspaper, News Agency**

- Daily Mail
- The Washington post, etc.

#### TV/Radio

- RTBF, etc.
- **Podcasts**

**Press Releases** 

Substack

**Twitch** 









### **Appendix B**

SOURCES FOR DATA STEMMING FROM RATINGS & REVIEWS

### Analysing visitor experience based on ratings and reviews data

Currently **45 sources** are connected to analyse ratings and reviews data. They account for **95% of all experience-based data available online**.

- Agoda
- AirBnB
- Booking.com
- BungaloSpecials.nl
- Camping.info
- Camping2be
- CheapTickets
- Ctrip (Trip.com)
- Dagjeweg
- Ebookers
- Expedia.com
- Facebook

- GetYourGuide
- Goibibo.com
- Google
- Holidaycheck.de
- Hostelworld
- Hotels.com
- Hotels.nl
- HotelSpecials.nl
- HRS
- Klook
- Latminute.com.au

- MakeMyTrip
- MeetingReview
- Musement
- Open Table
- Orbitz
- Otelpuan
- Parkvaccances
- Rooms for Africa
- Staycation
- TableOnline.fi
- Takeaway.com

- TheFork
- Travelocity
- Traveloka
- TripAdvisor
- Trustpilot
- Viator
- Weekendjeweg.nl
- Wotif
- Yelp
- Zomato
- Zoover





