

SURVEY OF INBOUND TOURISM, Year 2015

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Introduction

This report presents the main results of the survey of Inbound Tourism for the year 2015. During the survey, data was collected from departing tourists at Sir Seewoosagar Ramgoolam International Airport.

The primary objective of the Survey of Inbound Tourism is to collect qualitative and quantitative information from tourists leaving the country so as to supplement data on tourism statistics compiled from disembarkation card and other sources. The survey focussed on aspects such as purpose of visit, mode of travel, party size, length of stay, spending pattern, frequency of visits, place of stay and rating of the Mauritian destination and services to provide better planning and marketing decisions. The questionnaire is given at annex.

Table 1 below shows the distribution of respondents by country of residence compared to the distribution of tourist departures in year 2015 as obtained from the Passport and Immigration Office.

Table 2 to 9 present the main findings of the survey.

The respondents were also asked to note their level of satisfaction of some specific items in the scale 1 to 5 with '1' being very poor and '5' excellent. Results are presented in tables 9 to 21.

Table 22 to 29 present the distribution of tourists interviewed by rating Mauritius compared to last island destination with regard to several factors such as price level, level of satisfaction etc.

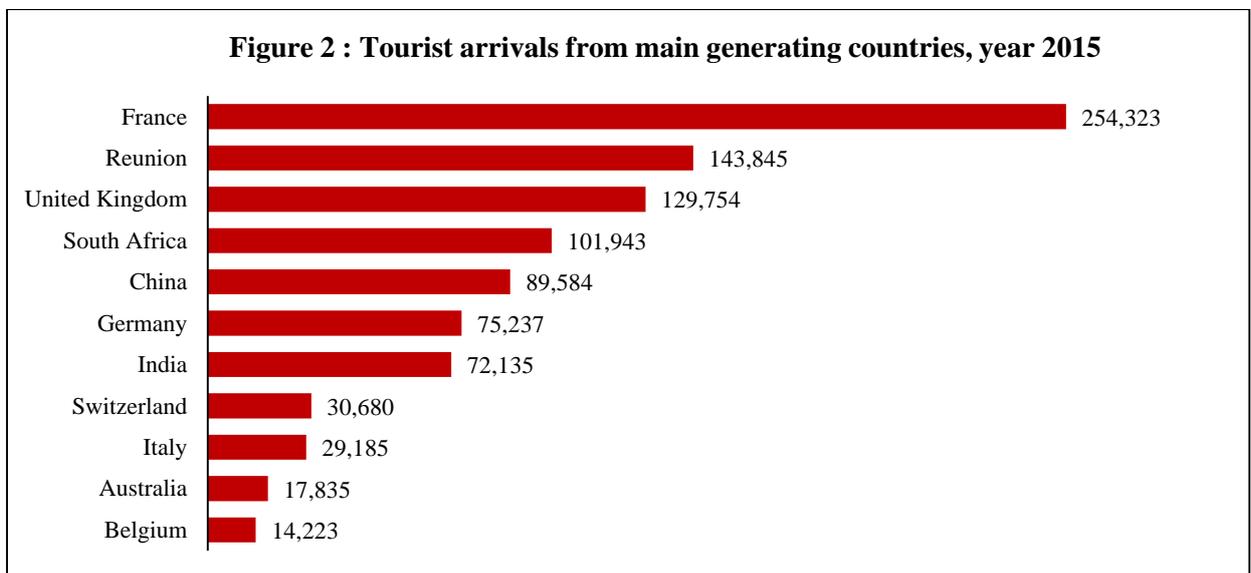
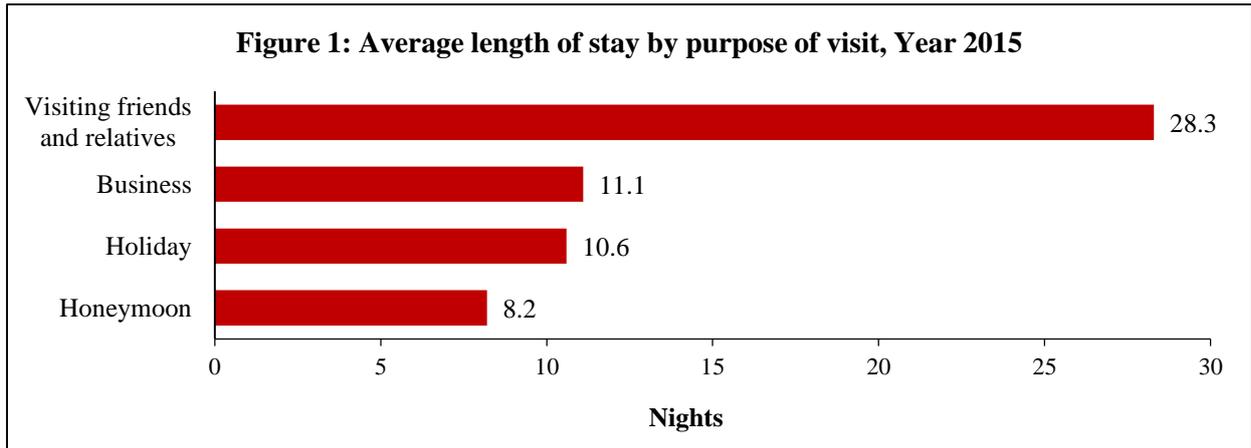
A list of major places of interest visited by tourists interviewed and the most appealing places of interest are given at Table 30 and Table 31 respectively.

Table 1: Distribution of parties and persons by country of residence, 2015

Country of residence	Survey of Inbound Tourism				Actual no. of tourists departed (Passport and Immigration Office)	
	Parties		Tourists		No.	%
	No.	%	No.	%		
Europe	4,224	55.7	9,321	54.0	626,479	54.9
<i>of which:</i> France	1,469	19.4	3,228	18.7	253,729	22.2
Germany	668	8.8	1,474	8.5	74,115	6.5
Italy	153	2.0	330	1.9	28,914	2.5
Russia	69	0.9	167	1.0	11,824	1.0
Switzerland	182	2.4	425	2.5	30,475	2.7
United Kingdom	1,074	14.2	2,362	13.7	128,848	11.3
Africa	1,820	24.0	4,493	26.0	284,333	24.9
<i>of which:</i> Reunion	439	5.8	1,169	6.8	144,346	12.6
South Africa	1,121	14.8	2,816	16.3	101,255	8.9
Asia	1,335	17.6	3,032	17.6	194,282	17.0
<i>of which:</i> China	574	7.6	1,369	7.9	88,992	7.8
India	650	8.6	1,429	8.3	71,415	6.3
United Arab Emirates	38	0.5	94	0.5	8,841	0.8
Oceania	125	1.6	279	1.6	18,964	1.7
<i>of which:</i> Australia	119	1.6	270	1.6	17,751	1.6
America	75	1.0	151	0.9	17,425	1.5
<i>of which:</i> USA	38	0.5	70	0.4	8,267	0.7
Not stated					178	0.0
Total	7,579	100.0	17,276	100.0	1,141,661	100.0

1. Main findings

		Year 2015	1st quarter	2nd quarter	3rd quarter	4th quarter
Purpose of visit	% distribution by main purpose of visit :					
	Holiday	76.5	83.0	75.4	74.2	72.9
	Honeymoon	15.6	8.8	16.5	16.7	20.8
	Business	2.6	2.6	2.6	2.9	2.2
	Visiting friends and relatives	2.1	3.3	1.1	2.3	1.5
	Other	3.2	2.4	4.4	3.9	2.6
	Total	100.0	100.0	100.0	100.0	100.0
Tours	The proportion (%) of tourists travelling on a package tour was :	66	63	64	65	70
Party size	The average party size was :	2.2	2.2	2.2	2.2	2.1
Accommodation	% distribution by type of accommodation:					
	Hotel	82.3	77.4	83.7	83.9	84.7
	Tourist residence	8.3	11.2	7.8	6.6	7.4
	Guest house	2.9	3.6	3.0	2.6	2.4
	Friends and relatives	5.5	7.0	4.6	5.2	4.8
	Other	1.0	0.9	0.9	1.7	0.7
	Total	100.0	100.0	100.0	100.0	100.0
Duration of visit	The average number of nights spent by a tourist in Mauritius was :	10.6	11.1	10.0	11.2	10.0
Expenditure	The average expenditure (Rs) was :					
	Per tourist	43,986	43,875	43,661	44,565	45,121
	Per night	4,154	3,942	4,056	3,891	4,375
Appreciation of visit	% distribution of evaluation of visit:					
	Beyond expectation	35	28	41	37	35
	As expected	63	68	56	61	64
	Below expectation	3	4	3	2	2
	Total	100	100	100	100	100
Return visit	The proportion (%) of tourists who visited Mauritius before was :	27	34	24	23	23



Source: Passport & Immigration Office

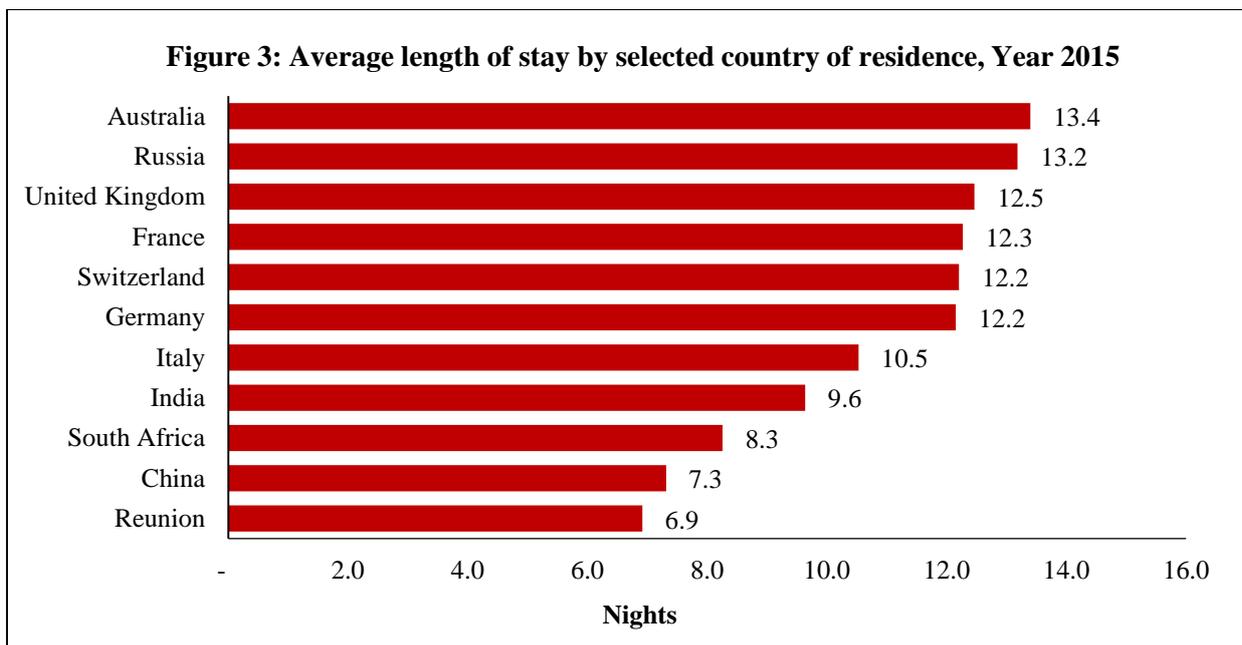


Figure 4: Average expenditure (Rs) per tourist by selected country, Year 2015

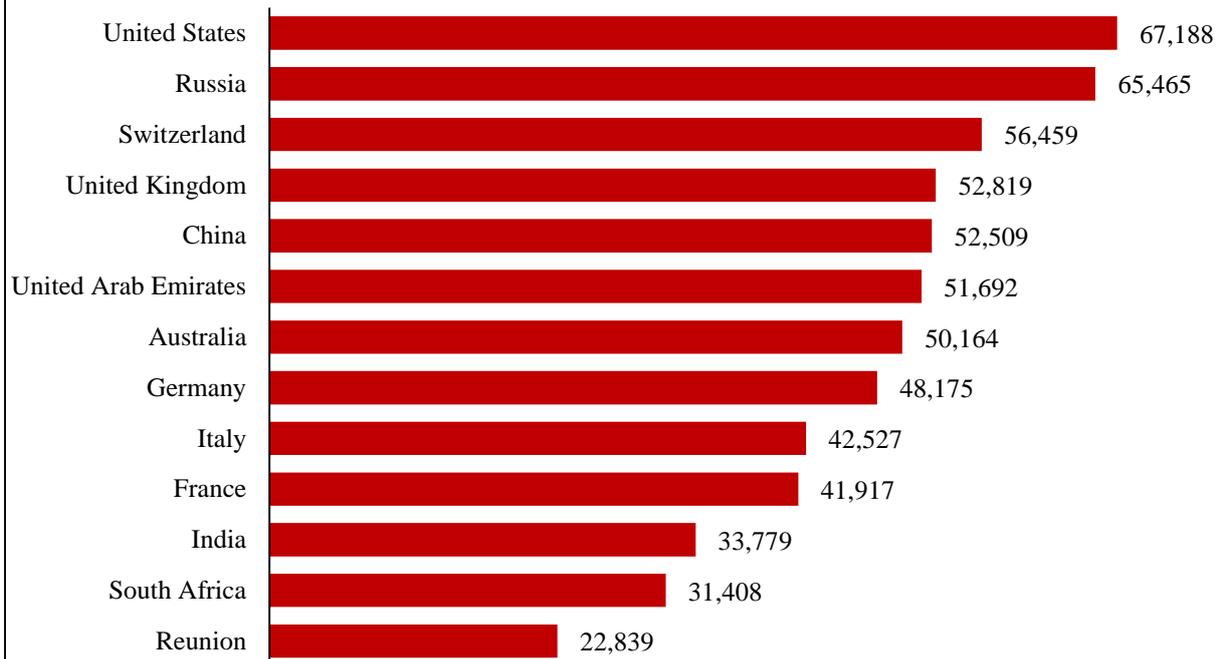


Figure 5: Group composition, Year 2015

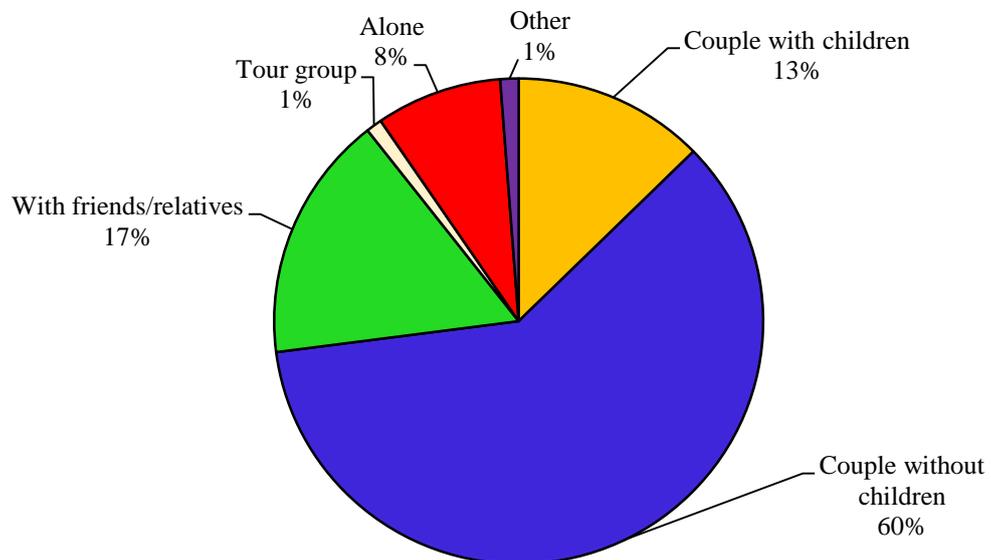
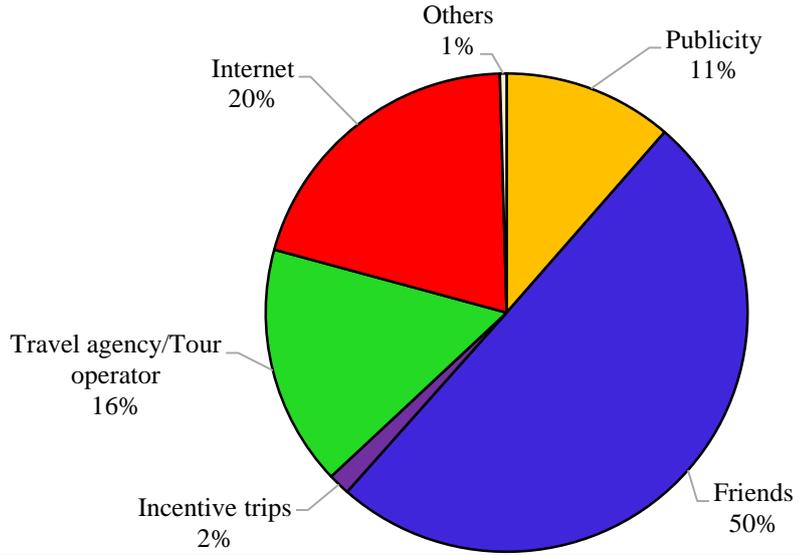
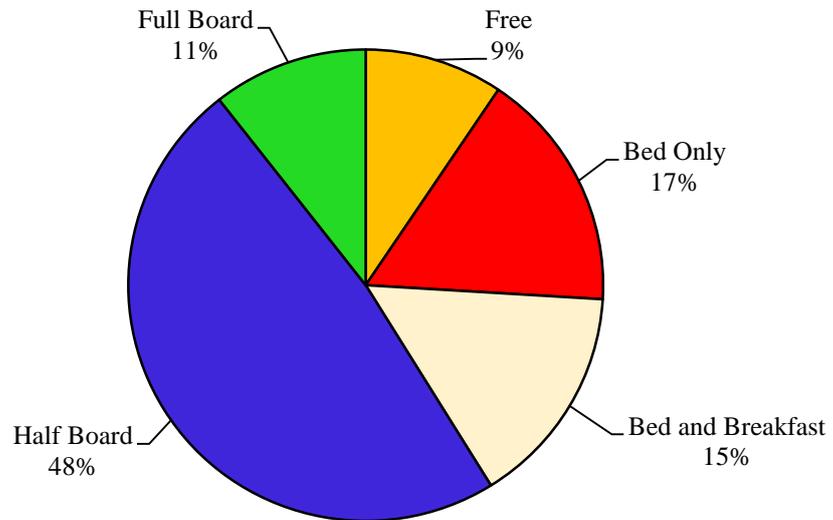


Figure 6: Distribution of first time tourists by influencing factor, Year 2015**Figure 7: Distribution of tourists by meal arrangement, Year 2015**

2. Methodology

2.1 Data collection

Survey period

The survey was conducted during two consecutive weeks of each month during the year 2015. During the first week, interviews are carried out between 6.30 and 14.30 hours while in the second week interviews are carried out between 14.30 and 22.30 hours. Fieldworkers are sometimes required to extend shift end time to cover flights departing after midnight. This ensures that almost all departing scheduled flights are covered.

Target population

Tourists leaving Mauritius by air and sea. However the survey at the harbour has been discontinued since cruise travellers could not be interviewed due to security issues.

Questionnaire design

The views of the main stakeholders, including AHRIM, Mauritius Tourism Promotion Agency (MTPA) and the Ministry of Tourism and External Communications, were sought regarding the content of the questionnaire. The questionnaire comprises 26 questions (*see Annex*), including 2 opinion questions on level of security and state of environment. The questionnaire originally in English and French was translated into German, Italian and Russian.

Data collection method

Data were collected on tablet PCs, face to face interviewing technique was used.

Response rate

Around 80% of tourists who were approached for the survey responded positively. Non-respondents were mostly those who did not have enough time due to their late arrival for check-in formalities and those who had language difficulties.

Fieldstaff

The fieldstaff comprised 10 interviewers and 2 supervisors.

Consistency and validation checks

The data capture application on the tablet PCs flagged errors at data collection and were corrected on the spot. In addition, supervisors monitored the interviews being carried out and advised the interviewers on remedial action to be taken, if warranted.

2.2 Sampling

Sampling method

The number of interviews conducted per day was determined by making use of Probability Proportional to Size (PPS) sampling method based on the seat capacity of the airplanes which left the country in 2014.

Interviews were conducted on the ‘first available’ basis i.e. tourists were approached as they entered the departure lounge after check-in formalities.

Sample size

A total of 7,579 interviews was conducted during the year 2015, covering 17,276 tourists.

Data reliability

The results published in this report are based on a sample, rather than the census of all tourists who departed in year 2015. As with all sample surveys, the results are subject to sampling variability and therefore may differ from figures that would be obtained if all tourists had been included in the survey.

2.3 Expenditure data

Expenditure figures relate to expenses incurred by the tourists during their stay in the country and include items like accommodation, meals and beverages, local transportation, sightseeing, entertainment, shopping etc. However, expenses on **international fares** paid to carriers are excluded.

The method of calculating tourism expenditure by means of Airport Exit Surveys is widely used internationally, but problems arise for tourists travelling on package tour. The cost of package has to be broken down in order to obtain the proportions which accrue to hotels, tour operators etc. in Mauritius. Based on information gathered, it is assumed that 37% of the cost of the package goes to the local hoteliers. In cases where the package includes other destinations besides Mauritius, adjustments are done to determine the expenditure incurred in the country.

2.4 Weighting methodology

The survey results were benchmarked to data on monthly tourists departed in year 2015, as obtained from the Passport and Immigration Office. The variables “country of residence” and “length of stay” were used in weighting the survey data. Moreover, for better estimates, weighted number of nights derived from survey data have been realigned with the actual number of tourist nights spent by departing tourists.

2.5 Problems/Limitations

As with all sample surveys, the Survey of Inbound Tourism is subject to weaknesses including:

- Tourists departing by sea are not covered.
- Tourists in the VIP lounges are not covered; these tourists are perceived as high spenders.
- Non-response due to language difficulties, especially regarding Russians and elderly Chinese.

3. Concepts and Definitions

The concepts and definitions are based on the International Recommendations for Tourism Statistics 2008 (IRTS 2008) framework prepared by United Nations World Tourism Organisation (UNWTO). The framework is consistent with other statistical frameworks such as the System of National Accounts 2008 and the Tourism Satellite Account Recommended Methodological Framework 2008.

Unit of inquiry

The unit of inquiry is the tourist. The latter is defined as a non-resident staying overnight in the country but less than a year, and is not involved in any gainful occupation in the country during his/her stay.

A tourist may be travelling alone or in a group.

Inbound tourism

Inbound tourism comprises the activities of a non-resident visitor within the country of reference.

Inbound tourism expenditure

Inbound tourism expenditure is the tourism expenditure of a non-resident visitor within the economy of reference.

Party

The travelling unit is the “party”, which usually consists of one or more members for whom individual expenditures are not available separately. Thus, for certain sections of the questionnaire, the information obtained may refer to more than one tourist.

The size of the “party” is the total number of persons present in the “party”. This has been taken into consideration when calculating average expenditure per tourist.

Country of residence

Tourist arrivals are compiled on the basis of the **permanent address** of the tourist, which may not be the same as his nationality.

Main purpose of visit

The main purpose of a trip is defined as the purpose in the absence of which the trip would not have taken place.

Package or inclusive tour

A package tour is defined as one in which airfare, accommodation and other items such as meals, sightseeing, car hire are included in the tour price paid before departure from the home country of the tourist. The package may include other countries besides Mauritius.

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Table 2: Percentage distribution of tourists by country of residence and travel arrangement, 2015

Country of Residence	Package	Non-Package	Total
Europe	71.1	28.9	100.0
<i>of which:</i> France	62.1	37.9	100.0
Germany	78.7	21.3	100.0
Italy	82.8	17.2	100.0
Russia	34.3	65.7	100.0
Switzerland	68.9	31.1	100.0
United Kingdom	83.1	16.9	100.0
Africa	53.4	46.6	100.0
<i>of which:</i> Reunion	42.7	57.3	100.0
South Africa	78.1	21.9	100.0
Asia	70.7	29.3	100.0
<i>of which:</i> China	72.9	27.1	100.0
India	76.9	23.1	100.0
United Arab Emirates	25.1	74.9	100.0
Oceania	43.1	56.9	100.0
<i>of which:</i> Australia	43.4	56.6	100.0
America	45.9	54.1	100.0
<i>of which:</i> United States	47.6	52.4	100.0
Total	65.7	34.3	100.0

Note:- Figures in shaded cells should be treated with caution; they are subject to low reliability since they are based on fewer than 30 observations in the sample.

Table 3: Average length of stay (nights) by country of residence and travel arrangement, 2015

Country of Residence		Package	Non-Package	Total
Europe		10.2	16.6	12.1
<i>of which:</i>	France	8.8	17.9	12.3
	Germany	11.5	14.5	12.2
	Italy	9.4	15.9	10.5
	Russia	12.2	13.7	13.2
	Switzerland	11.0	14.9	12.2
	United Kingdom	11.3	18.3	12.5
Africa		6.6	9.8	8.1
<i>of which:</i>	Reunion	5.7	7.8	6.9
	South Africa	7.2	11.9	8.3
Asia		7.0	14.0	9.1
<i>of which:</i>	China	6.1	10.5	7.3
	India	7.1	18.2	9.6
	United Arab Emirates	9.7	6.3	7.1
Oceania		6.6	18.5	13.4
<i>of which:</i>	Australia	6.6	18.6	13.4
America		8.6	16.0	12.6
<i>of which:</i>	United States	8.3	10.4	9.4
Total		8.8	14.0	10.6

Note:- Figures in shaded cells should be treated with caution; they are subject to low reliability since they are based on fewer than 30 observations in the sample.

Table 4: Percentage distribution of tourists by main purpose of visit, 2015

Purpose of visit	% of tourists
Holiday	76.5
Honeymoon	15.6
Business	2.6
Visiting friends/relatives	2.1
To get married	0.5
Other	2.8
Total	100.0

Note:- Figures in shaded cells should be treated with caution; they are subject to low reliability since they are based on fewer than 30 observations in the sample.

Table 5(a): Percentage distribution of tourists by type of accommodation, 2015

Type of accomodation	% of tourists
Hotel	82.3
Guest House	2.9
In own villas/houses/bungalow/IRS	0.6
Tourist residence	8.3
With friends/ relatives	5.5
Other	0.4
Total	100.0

Note:- Figures in shaded cells should be treated with caution; they are subject to low reliability since they are based on fewer than 30 observations in the sample.

Table 5(b): Proportion of tourists staying in hotel by country of residence, 2015

Country of Residence	Hotel	Non-hotel	Total
Europe	83.4	16.6	100.0
<i>of which:</i> France	75.9	24.1	100.0
Germany	90.2	9.8	100.0
Italy	87.3	12.7	100.0
Russia	59.1	40.9	100.0
Switzerland	85.0	15.0	100.0
United Kingdom	90.4	9.6	100.0
Africa	73.2	26.8	100.0
<i>of which:</i> Reunion	64.1	35.9	100.0
South Africa	90.8	9.2	100.0
Asia	93.9	6.1	100.0
<i>of which:</i> China	95.9	4.1	100.0
India	93.0	7.0	100.0
United Arab Emirates	81.3	18.7	100.0
Oceania	69.0	31.0	100.0
<i>of which:</i> Australia	68.4	31.6	100.0
America	73.7	26.3	100.0
<i>of which:</i> United States	85.0	15.0	100.0
Total	82.3	17.7	100.0

Note:- Figures in shaded cells should be treated with caution; they are subject to low reliability since they are based on fewer than 30 observations in the sample.

Table 5(c): Selected tourism statistics by type of accommodation (hotel/non-hotel), 2015

	Hotel	Non-hotel	All tourists
a. Average party size	2.2	2.1	2.2
b. Average length of stay (nights)	9.0	18.1	10.6
c. Travel arrangement (%)			
<i>Package</i>	79.0	4.4	65.7
<i>Non-package</i>	21.0	95.6	34.3
<i>Total</i>	100.0	100.0	100.0
d. Purpose of visit (%)			
<i>Holiday</i>	76.3	77.5	76.5
<i>Honeymoon</i>	18.6	1.6	15.6
<i>Business</i>	2.2	4.3	2.6
<i>Visiting friends/relatives</i>	0.2	10.9	2.1
<i>To get married</i>	0.4	0.6	0.5
<i>Other</i>	2.3	5.1	2.8
<i>Total</i>	100.0	100.0	100.0
e. Expenditure (Rs)			
<i>Average expenditure per tourist</i>	45,782	35,657	43,986
<i>Average expenditure per tourist per night</i>	5,104	1,970	4,154

Note:- Figures in shaded cells should be treated with caution; they are subject to low reliability since they are based on fewer than 30 observations in the sample.

Table 6: Average expenditure by country of residence, 2015

Country of Residence	1 st Semester 2015 ¹		2 nd Semester 2015		Year 2015	
	Average expenditure per tourist (Rs)	Average expenditure per tourist per night (Rs)	Average expenditure per tourist (Rs)	Average expenditure per tourist per night (Rs)	Average expenditure per tourist (Rs)	Average expenditure per tourist per night (Rs)
Europe	46,513	3,795	48,392	4,073	47,462	3,933
<i>of which:</i> France	40,472	3,243	43,534	3,615	41,917	3,415
Germany	47,739	3,842	48,566	4,078	48,175	3,964
Italy	39,458	3,862	45,492	4,200	42,527	4,039
Russia	73,998	5,648	47,862	3,581	65,465	4,964
Switzerland	56,231	4,497	56,665	4,745	56,459	4,624
United Kingdom	50,379	4,061	54,655	4,368	52,819	4,237
Africa	28,852	3,590	30,006	3,690	29,429	3,640
<i>of which:</i> Reunion	21,792	3,054	24,011	3,598	22,839	3,302
South Africa	33,350	4,110	29,707	3,543	31,408	3,803
Asia	52,251	5,925	51,098	5,499	51,664	5,702
<i>of which:</i> China	53,553	7,321	51,621	7,058	52,509	7,179
India	29,345	3,339	39,315	3,675	33,779	3,505
United Arab Emirates	36,636	5,646	60,184	8,042	51,692	7,255
Oceania	49,232	3,428	51,724	4,117	50,566	3,774
<i>of which:</i> Australia	49,194	3,424	51,001	4,058	50,164	3,743
America	61,360	4,997	67,566	5,232	64,597	5,122
<i>of which:</i> United States	78,093	8,365	55,780	5,914	67,188	7,161
Total	43,285	4,068	44,672	4,240	43,986	4,154

Note:- Figures in shaded cells should be treated with caution; they are subject to low reliability since they are based on fewer than 30 observations in the sample.

¹ Revised

Table 7: Average expenditure per tourist per night by country of residence and travel arrangement, 2015

Country of Residence	1 st Semester 2015 ¹			2 nd Semester 2015			Year 2015		
	Package Rs	Non Package Rs	Total Rs	Package Rs	Non Package Rs	Total Rs	Package Rs	Non Package Rs	Total Rs
Europe	4,608	2,720	3,795	4,752	2,900	4,073	4,684	2,802	3,933
<i>of which:</i> France	4,629	2,266	3,243	4,832	2,466	3,615	4,731	2,352	3,415
Germany	4,009	3,378	3,842	4,153	3,845	4,078	4,084	3,611	3,964
Italy	4,976	1,919	3,862	4,593	2,211	4,200	4,750	2,016	4,039
Russia	5,258	5,858	5,648	5,123	3,061	3,581	5,223	4,844	4,964
Switzerland	5,026	3,622	4,497	5,618	3,332	4,745	5,329	3,472	4,624
United Kingdom	4,661	2,542	4,061	4,727	3,095	4,368	4,700	2,824	4,237
Africa	4,205	3,146	3,590	4,000	3,434	3,690	4,098	3,287	3,640
<i>of which:</i> Reunion	3,826	2,662	3,054	4,049	3,335	3,598	3,932	2,960	3,302
South Africa	4,407	3,518	4,110	3,811	2,922	3,543	4,077	3,211	3,803
Asia	6,915	4,845	5,925	6,223	4,542	5,499	6,538	4,695	5,702
<i>of which:</i> China	7,613	6,963	7,321	7,619	5,947	7,058	7,617	6,488	7,179
India	4,723	2,108	3,339	4,341	2,392	3,675	4,503	2,218	3,505
United Arab Emirates	8,388	4,747	5,646	5,878	9,409	8,042	6,475	7,659	7,255
Oceania	5,746	2,906	3,428	5,272	3,745	4,117	5,474	3,311	3,774
<i>of which:</i> Australia	5,746	2,884	3,424	5,271	3,683	4,058	5,481	3,274	3,743
America	7,733	3,357	4,997	7,962	4,286	5,232	7,834	3,893	5,122
<i>of which:</i> United States	8,220	8,653	8,365	7,914	5,511	5,914	8,160	6,435	7,161
Total	4,916	3,138	4,068	4,893	3,361	4,240	4,904	3,244	4,154

Note:- Figures in shaded cells should be treated with caution; they are subject to low reliability since they are based on fewer than 30 observations in the sample.

¹ Revised

Table 8: Percentage distribution of expenditure by major item and country of residence, 2015

Country of residence	Accommodation	Meals & Beverages	Local Transport	Sightseeing	Entertainment & Recreation	Shopping	Other	Total
Europe	63.1	10.7	4.2	6.2	5.0	8.2	2.5	100.0
<i>of which:</i> France	57.1	13.4	4.6	6.3	5.4	9.8	3.5	100.0
Germany	67.5	9.0	3.8	7.0	4.4	5.8	2.5	100.0
Italy	67.1	5.4	4.2	6.9	5.6	8.0	2.8	100.0
Russia	53.8	17.6	4.8	4.9	5.7	10.0	3.1	100.0
Switzerland	67.9	9.4	4.4	4.7	4.1	7.6	1.8	100.0
United Kingdom	68.9	8.1	3.4	6.3	4.9	6.6	1.8	100.0
Africa	54.6	11.9	5.7	4.6	4.4	16.1	2.7	100.0
<i>of which:</i> Reunion	46.8	15.3	6.0	4.3	5.0	19.4	3.2	100.0
South Africa	64.7	7.6	4.9	5.6	4.3	11.1	1.8	100.0
Asia	58.8	9.6	4.7	7.4	6.0	11.2	2.3	100.0
<i>of which:</i> China	58.1	8.7	4.0	8.8	4.7	12.9	2.9	100.0
India	58.9	9.9	6.5	7.3	7.4	9.1	0.9	100.0
United Arab Emirates	66.0	9.7	4.2	4.5	7.1	5.7	2.8	100.0
Oceania	52.4	16.0	3.8	5.3	9.8	9.2	3.5	100.0
<i>of which:</i> Australia	51.6	16.2	3.8	5.4	10.1	9.4	3.6	100.0
America	58.8	14.6	3.6	7.1	4.8	7.7	3.5	100.0
<i>of which:</i> United States	57.0	14.0	3.6	8.2	4.1	9.6	3.5	100.0
Total	60.5	10.9	4.5	6.2	5.2	10.2	2.5	100.0

Note:- Figures in shaded cells should be treated with caution; they are subject to low reliability since they are based on fewer than 30 observations in the sample.

Table 9: Percentage distribution of tourists interviewed by country of residence and rating of level of security in hotels, 2015

Country of residence	No. of parties	Rating of level of security in hotels						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	2,423	0.0	0.1	0.8	18.9	76.5	3.7	100.0
<i>of which:</i> France	848	0.0	0.0	0.8	20.3	74.1	4.8	100.0
Germany	391	0.0	0.0	1.5	18.4	78.0	2.0	100.0
Italy	101	0.0	0.0	0.0	18.8	78.2	3.0	100.0
Russia	42	0.0	0.0	2.4	31.0	54.8	11.9	100.0
Switzerland	98	0.0	0.0	0.0	17.3	74.5	8.2	100.0
United Kingdom	577	0.0	0.2	0.9	18.0	78.9	2.1	100.0
Africa	1,085	0.0	0.1	1.8	25.5	69.4	3.1	100.0
<i>of which:</i> Reunion	275	0.0	0.0	3.3	29.8	60.4	6.5	100.0
South Africa	621	0.0	0.0	1.0	22.9	75.0	1.1	100.0
Asia	886	0.0	0.2	5.9	26.1	66.4	1.5	100.0
<i>of which:</i> China	445	0.0	0.2	8.8	20.9	69.0	1.1	100.0
India	389	0.0	0.3	3.3	32.1	63.0	1.3	100.0
United Arab Emirates	16	0.0	0.0	0.0	12.5	75.0	12.5	100.0
Oceania	79	0.0	0.0	2.5	24.1	72.2	1.3	100.0
<i>of which:</i> Australia	74	0.0	0.0	2.7	23.0	73.0	1.4	100.0
America	37	0.0	0.0	0.0	16.2	78.4	5.4	100.0
<i>of which:</i> USA	17	0.0	0.0	0.0	23.5	70.6	5.9	100.0
Total	4,510	0.0	0.1	2.1	22.0	72.7	3.1	100.0

Table 10: Percentage distribution of tourists interviewed by country of residence and rating of level of security in non-hotel accommodations, 2015

Country of residence	No. of parties	Rating of level of security in non-hotel accommodations						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	2,395	0.0	0.1	1.9	28.8	39.0	30.1	100.0
<i>of which:</i> France	840	0.0	0.4	1.8	30.0	43.5	24.4	100.0
Germany	384	0.0	0.0	2.3	28.4	38.8	30.5	100.0
Italy	100	0.0	0.0	5.0	33.0	30.0	32.0	100.0
Russia	42	0.0	0.0	2.4	31.0	45.2	21.4	100.0
Switzerland	97	0.0	0.0	2.1	25.8	39.2	33.0	100.0
United Kingdom	568	0.0	0.0	1.6	26.1	37.3	35.0	100.0
Africa	1,049	0.1	0.2	2.2	34.4	40.4	22.7	100.0
<i>of which:</i> Reunion	270	0.4	0.0	4.8	44.1	40.4	10.4	100.0
South Africa	598	0.0	0.2	1.3	31.4	37.8	29.3	100.0
Asia	869	0.0	0.8	3.5	23.9	31.2	40.6	100.0
<i>of which:</i> China	439	0.0	1.1	3.9	19.6	29.6	45.8	100.0
India	376	0.0	0.3	2.9	29.0	30.6	37.2	100.0
United Arab Emirates	16	0.0	0.0	0.0	18.8	56.3	25.0	100.0
Oceania	80	0.0	0.0	0.0	31.3	46.3	22.5	100.0
<i>of which:</i> Australia	75	0.0	0.0	0.0	29.3	48.0	22.7	100.0
America	35	0.0	0.0	2.9	34.3	34.3	28.6	100.0
<i>of which:</i> USA	16	0.0	0.0	0.0	37.5	37.5	25.0	100.0
Total	4,428	0.0	0.3	2.3	29.3	37.9	30.3	100.0

Table 11: Percentage distribution of tourists interviewed by country of residence and rating of level of security regarding taxi service, 2015

Country of residence	No. of parties	Rating of level of security regarding taxi service						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	2,418	0.1	0.2	3.0	37.8	49.6	9.3	100.0
<i>of which:</i> France	850	0.1	0.4	4.1	37.6	51.4	6.4	100.0
Germany	387	0.0	0.0	2.3	35.1	50.9	11.6	100.0
Italy	101	0.0	2.0	2.0	39.6	48.5	7.9	100.0
Russia	42	0.0	0.0	11.9	38.1	40.5	9.5	100.0
Switzerland	96	0.0	0.0	0.0	36.5	49.0	14.6	100.0
United Kingdom	576	0.2	0.0	2.1	39.6	46.9	11.3	100.0
Africa	1,076	0.2	0.6	3.6	41.9	47.3	6.4	100.0
<i>of which:</i> Reunion	274	0.4	0.7	5.8	47.8	39.1	6.2	100.0
South Africa	617	0.2	0.5	2.3	40.7	49.9	6.5	100.0
Asia	879	0.3	0.7	5.6	35.4	43.1	14.9	100.0
<i>of which:</i> China	440	0.0	1.1	8.0	28.0	45.5	17.5	100.0
India	386	0.8	0.3	3.4	42.7	39.6	13.2	100.0
United Arab Emirates	16	0.0	0.0	0.0	37.5	56.3	6.3	100.0
Oceania	79	0.0	0.0	5.1	40.5	43.0	11.4	100.0
<i>of which:</i> Australia	74	0.0	0.0	5.4	37.8	44.6	12.2	100.0
America	35	0.0	0.0	5.7	37.1	45.7	11.4	100.0
<i>of which:</i> USA	15	0.0	0.0	6.7	46.7	40.0	6.7	100.0
Total	4,487	0.2	0.4	3.7	38.4	47.6	9.8	100.0

Table 12: Percentage distribution of tourists interviewed by country of residence and rating of level of security on beaches, 2015

Country of residence	No. of parties	Rating of level of security on beaches						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	2,428	0.1	0.2	2.4	36.7	60.3	0.4	100.0
<i>of which:</i> France	850	0.1	0.2	2.8	38.7	57.6	0.5	100.0
Germany	391	0.3	0.3	2.3	33.8	63.2	0.3	100.0
Italy	102	0.0	0.0	3.9	40.2	55.9	0.0	100.0
Russia	42	0.0	0.0	4.8	42.9	52.4	0.0	100.0
Switzerland	98	0.0	0.0	2.0	34.7	63.3	0.0	100.0
United Kingdom	578	0.0	0.0	1.9	35.3	62.5	0.3	100.0
Africa	1,082	0.1	0.3	1.8	40.1	55.3	2.5	100.0
<i>of which:</i> Reunion	272	0.0	0.0	4.0	48.9	43.4	3.7	100.0
South Africa	621	0.0	0.3	1.1	36.7	60.5	1.3	100.0
Asia	885	0.0	0.9	6.4	35.4	56.6	0.7	100.0
<i>of which:</i> China	443	0.0	0.9	8.4	28.2	61.6	0.9	100.0
India	389	0.0	1.0	4.6	42.9	50.9	0.5	100.0
United Arab Emirates	16	0.0	0.0	0.0	43.8	56.3	0.0	100.0
Oceania	81	0.0	0.0	3.7	42.0	50.6	3.7	100.0
<i>of which:</i> Australia	76	0.0	0.0	3.9	42.1	51.3	2.6	100.0
America	37	0.0	0.0	0.0	35.1	62.2	2.7	100.0
<i>of which:</i> USA	17	0.0	0.0	0.0	35.3	58.8	5.9	100.0
Total	4,513	0.1	0.4	3.0	37.3	58.2	1.0	100.0

Table 13: Percentage distribution of tourists interviewed by country of residence and rating of level of security in public places, 2015

Country of residence	No. of parties	Rating of level of security in public places						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	2,426	0.0	0.4	4.6	44.8	47.1	3.1	100.0
<i>of which:</i> France	851	0.1	0.6	4.7	44.5	48.2	1.9	100.0
Germany	391	0.0	0.5	7.2	42.7	47.3	2.3	100.0
Italy	101	0.0	0.0	5.9	45.5	43.6	5.0	100.0
Russia	42	0.0	2.4	2.4	50.0	45.2	0.0	100.0
Switzerland	98	0.0	0.0	2.0	45.9	50.0	2.0	100.0
United Kingdom	580	0.0	0.0	3.8	45.7	45.3	5.2	100.0
Africa	1,087	0.0	0.3	4.6	47.7	44.3	3.0	100.0
<i>of which:</i> Reunion	277	0.0	0.4	6.5	52.7	37.5	2.9	100.0
South Africa	621	0.0	0.2	4.5	45.6	46.7	3.1	100.0
Asia	887	0.0	1.0	8.8	41.4	47.1	1.7	100.0
<i>of which:</i> China	444	0.0	1.1	12.2	35.1	49.5	2.0	100.0
India	390	0.0	1.0	5.6	48.2	43.8	1.3	100.0
United Arab Emirates	16	0.0	0.0	0.0	43.8	50.0	6.3	100.0
Oceania	80	0.0	0.0	6.3	46.3	45.0	2.5	100.0
<i>of which:</i> Australia	75	0.0	0.0	5.3	46.7	45.3	2.7	100.0
America	37	0.0	0.0	2.7	29.7	59.5	8.1	100.0
<i>of which:</i> USA	17	0.0	0.0	5.9	23.5	64.7	5.9	100.0
Total	4,517	0.0	0.5	5.4	44.7	46.5	2.9	100.0

Table 14: Percentage distribution of tourists interviewed by country of residence and rating of level of security on tourist sites, 2015

Country of residence	No. of parties	Rating of level of security on tourist sites						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	2,431	0.0	0.0	1.7	38.3	55.8	4.1	100.0
<i>of which:</i> France	851	0.0	0.1	1.9	39.4	56.4	2.2	100.0
Germany	391	0.0	0.0	1.0	40.4	56.5	2.0	100.0
Italy	101	0.0	0.0	2.0	33.7	60.4	4.0	100.0
Russia	42	0.0	0.0	4.8	42.9	47.6	4.8	100.0
Switzerland	98	0.0	0.0	2.0	36.7	59.2	2.0	100.0
United Kingdom	581	0.0	0.0	1.5	36.5	53.7	8.3	100.0
Africa	1,082	0.0	0.2	2.0	41.3	51.7	4.8	100.0
<i>of which:</i> Reunion	275	0.0	0.0	4.0	49.1	42.9	4.0	100.0
South Africa	618	0.0	0.2	1.5	39.3	54.2	4.9	100.0
Asia	886	0.0	0.3	7.7	36.8	53.3	1.9	100.0
<i>of which:</i> China	443	0.0	0.2	11.3	29.6	56.9	2.0	100.0
India	390	0.0	0.5	4.1	44.6	49.2	1.5	100.0
United Arab Emirates	16	0.0	0.0	0.0	50.0	43.8	6.3	100.0
Oceania	81	0.0	1.2	2.5	42.0	45.7	8.6	100.0
<i>of which:</i> Australia	76	0.0	1.3	2.6	42.1	46.1	7.9	100.0
America	37	0.0	0.0	0.0	27.0	62.2	10.8	100.0
<i>of which:</i> USA	17	0.0	0.0	0.0	23.5	64.7	11.8	100.0
Total	4,517	0.0	0.2	3.0	38.7	54.2	4.0	100.0

Table 15: Percentage distribution of tourists interviewed by country of residence and rating of level of security in Mauritius, 2015

Country of residence	No. of parties	Rating of level of security in Mauritius						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	2,422	0.0	0.1	1.6	40.9	57.0	0.4	100.0
<i>of which:</i> France	850	0.0	0.1	1.9	41.1	56.7	0.2	100.0
Germany	389	0.0	0.3	2.1	39.6	57.8	0.3	100.0
Italy	101	0.0	0.0	4.0	45.5	50.5	0.0	100.0
Russia	42	0.0	2.4	0.0	38.1	57.1	2.4	100.0
Switzerland	98	0.0	0.0	1.0	38.8	60.2	0.0	100.0
United Kingdom	577	0.0	0.0	1.2	40.7	57.5	0.5	100.0
Africa	1,087	0.0	0.1	2.2	42.9	54.5	0.4	100.0
<i>of which:</i> Reunion	279	0.0	0.0	3.6	50.5	45.2	0.7	100.0
South Africa	618	0.0	0.0	1.9	39.8	57.9	0.3	100.0
Asia	883	0.0	0.1	5.5	36.2	57.9	0.2	100.0
<i>of which:</i> China	443	0.0	0.0	8.4	29.3	62.1	0.2	100.0
India	387	0.0	0.3	2.8	43.4	53.2	0.3	100.0
United Arab Emirates	16	0.0	0.0	0.0	43.8	56.3	0.0	100.0
Oceania	81	0.0	0.0	1.2	40.7	58.0	0.0	100.0
<i>of which:</i> Australia	76	0.0	0.0	1.3	40.8	57.9	0.0	100.0
America	36	0.0	0.0	0.0	41.7	58.3	0.0	100.0
<i>of which:</i> USA	16	0.0	0.0	0.0	37.5	62.5	0.0	100.0
Total	4,509	0.0	0.1	2.5	40.5	56.6	0.3	100.0

Table 16: Percentage distribution of tourists interviewed by country of residence and rating of state of environment on beaches, 2015

Country of residence	No. of parties	Rating of state of environment on beaches						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	2,432	0.2	1.7	9.3	42.2	46.2	0.4	100.0
<i>of which:</i> France	851	0.6	3.3	14.7	45.5	35.5	0.5	100.0
Germany	391	0.3	1.0	7.2	44.5	46.8	0.3	100.0
Italy	102	0.0	2.9	6.9	39.2	51.0	0.0	100.0
Russia	42	0.0	2.4	7.1	59.5	28.6	2.4	100.0
Switzerland	98	0.0	1.0	8.2	39.8	51.0	0.0	100.0
United Kingdom	581	0.0	0.3	4.5	35.1	59.7	0.3	100.0
Africa	1,084	0.1	0.9	5.9	44.2	47.1	1.8	100.0
<i>of which:</i> Reunion	275	0.0	2.2	8.4	52.4	35.3	1.8	100.0
South Africa	621	0.2	0.6	3.9	40.1	54.3	1.0	100.0
Asia	888	0.0	0.6	6.1	32.2	60.6	0.6	100.0
<i>of which:</i> China	446	0.0	0.7	7.4	29.6	62.3	0.0	100.0
India	389	0.0	0.5	4.4	34.7	59.4	1.0	100.0
United Arab Emirates	16	0.0	0.0	6.3	37.5	56.3	0.0	100.0
Oceania	81	0.0	0.0	12.3	38.3	46.9	2.5	100.0
<i>of which:</i> Australia	76	0.0	0.0	11.8	38.2	48.7	1.3	100.0
America	37	0.0	0.0	8.1	29.7	62.2	0.0	100.0
<i>of which:</i> USA	17	0.0	0.0	5.9	41.2	52.9	0.0	100.0
Total	4,522	0.2	1.3	7.9	40.6	49.4	0.8	100.0

Table 17: Percentage distribution of tourists interviewed by country of residence and rating of state of environment in lagoons, 2015

Country of residence	No. of parties	Rating of state of environment in lagoons						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	2,423	0.2	1.2	6.5	44.4	43.5	4.2	100.0
<i>of which:</i> France	850	0.4	2.1	10.5	49.9	35.2	2.0	100.0
Germany	390	0.3	1.5	4.1	46.2	42.8	5.1	100.0
Italy	101	0.0	0.0	6.9	50.5	40.6	2.0	100.0
Russia	42	0.0	2.4	4.8	47.6	38.1	7.1	100.0
Switzerland	98	0.0	0.0	9.2	38.8	43.9	8.2	100.0
United Kingdom	576	0.0	0.5	2.6	36.1	55.2	5.6	100.0
Africa	1,080	0.3	1.3	5.6	46.4	40.2	6.3	100.0
<i>of which:</i> Reunion	275	0.0	2.9	7.3	54.2	32.0	3.6	100.0
South Africa	617	0.5	0.8	3.9	42.3	45.4	7.1	100.0
Asia	885	0.0	0.5	5.8	36.4	55.0	2.4	100.0
<i>of which:</i> China	443	0.0	0.7	8.4	30.9	58.7	1.4	100.0
India	389	0.0	0.3	2.8	41.6	51.7	3.6	100.0
United Arab Emirates	16	0.0	0.0	6.3	50.0	43.8	0.0	100.0
Oceania	81	0.0	0.0	6.2	43.2	43.2	7.4	100.0
<i>of which:</i> Australia	76	0.0	0.0	6.6	43.4	44.7	5.3	100.0
America	37	0.0	0.0	8.1	32.4	51.4	8.1	100.0
<i>of which:</i> USA	17	0.0	0.0	5.9	41.2	52.9	0.0	100.0
Total	4,506	0.2	1.1	6.1	43.2	45.0	4.4	100.0

Table 18: Percentage distribution of tourists interviewed by country of residence and rating of state of environment in public places, 2015

Country of residence	No. of parties	Rating of state of environment in public places						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	2,424	0.5	4.7	23.0	46.2	22.5	3.2	100.0
<i>of which:</i> France	851	0.7	6.9	29.4	43.1	17.4	2.5	100.0
Germany	390	0.3	4.6	21.0	50.0	21.8	2.3	100.0
Italy	102	0.0	3.9	21.6	44.1	25.5	4.9	100.0
Russia	42	0.0	4.8	14.3	61.9	19.0	0.0	100.0
Switzerland	98	0.0	6.1	26.5	39.8	22.4	5.1	100.0
United Kingdom	579	0.3	2.4	14.2	48.7	30.2	4.1	100.0
Africa	1,087	0.4	5.0	16.0	50.7	25.5	2.5	100.0
<i>of which:</i> Reunion	277	0.0	5.8	17.7	54.2	20.6	1.8	100.0
South Africa	620	0.6	5.0	16.0	48.2	27.4	2.7	100.0
Asia	884	0.1	1.2	11.5	45.9	40.0	1.1	100.0
<i>of which:</i> China	441	0.2	2.0	15.2	41.3	39.9	1.4	100.0
India	390	0.0	0.3	7.2	50.3	41.3	1.0	100.0
United Arab Emirates	16	0.0	0.0	6.3	62.5	31.3	0.0	100.0
Oceania	81	1.2	3.7	18.5	55.6	19.8	1.2	100.0
<i>of which:</i> Australia	76	1.3	2.6	18.4	56.6	19.7	1.3	100.0
America	37	0.0	5.4	8.1	45.9	32.4	8.1	100.0
<i>of which:</i> USA	17	0.0	5.9	5.9	41.2	41.2	5.9	100.0
Total	4,513	0.4	4.1	18.9	47.4	26.7	2.6	100.0

Table 19: Percentage distribution of tourists interviewed by country of residence and rating of state of environment on tourist sites, 2015

Country of residence	No. of parties	Rating of state of environment on tourist sites						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	2,425	0.1	0.7	7.4	52.8	35.0	4.0	100.0
<i>of which:</i> France	850	0.2	1.1	9.9	58.0	28.5	2.4	100.0
Germany	390	0.0	0.8	6.2	56.2	34.9	2.1	100.0
Italy	102	0.0	2.0	6.9	45.1	42.2	3.9	100.0
Russia	42	0.0	2.4	9.5	64.3	21.4	2.4	100.0
Switzerland	98	0.0	1.0	11.2	46.9	37.8	3.1	100.0
United Kingdom	580	0.0	0.2	3.8	46.2	42.1	7.8	100.0
Africa	1,082	0.0	0.4	5.1	52.5	37.6	4.4	100.0
<i>of which:</i> Reunion	276	0.0	0.7	7.6	55.1	33.0	3.6	100.0
South Africa	619	0.0	0.3	4.0	51.5	39.6	4.5	100.0
Asia	888	0.0	0.5	7.5	41.0	49.4	1.6	100.0
<i>of which:</i> China	445	0.0	0.9	11.0	35.3	51.2	1.6	100.0
India	390	0.0	0.0	4.1	46.4	48.2	1.3	100.0
United Arab Emirates	16	0.0	0.0	0.0	62.5	31.3	6.3	100.0
Oceania	80	0.0	1.3	7.5	55.0	28.8	7.5	100.0
<i>of which:</i> Australia	75	0.0	0.0	8.0	56.0	29.3	6.7	100.0
America	37	0.0	0.0	5.4	40.5	43.2	10.8	100.0
<i>of which:</i> USA	17	0.0	0.0	5.9	35.3	47.1	11.8	100.0
Total	4,512	0.0	0.6	6.8	50.4	38.4	3.7	100.0

Table 20: Percentage distribution of tourists interviewed by country of residence and rating of state of environment in accommodation, 2015

Country of residence	No. of parties	Rating of state of environment in accommodation						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	2,430	0.1	0.2	2.1	28.2	69.0	0.4	100.0
<i>of which:</i> France	853	0.2	0.1	1.8	32.8	64.4	0.7	100.0
Germany	390	0.0	0.0	1.5	27.4	71.0	0.0	100.0
Italy	101	0.0	0.0	3.0	36.6	60.4	0.0	100.0
Russia	42	0.0	2.4	0.0	42.9	50.0	4.8	100.0
Switzerland	98	0.0	0.0	4.1	23.5	72.4	0.0	100.0
United Kingdom	580	0.0	0.2	1.9	21.4	76.4	0.2	100.0
Africa	1,090	0.0	0.1	2.4	32.8	64.4	0.3	100.0
<i>of which:</i> Reunion	279	0.0	0.0	5.4	37.6	56.6	0.4	100.0
South Africa	621	0.0	0.2	1.0	29.1	69.4	0.3	100.0
Asia	886	0.0	0.5	5.2	29.9	64.2	0.2	100.0
<i>of which:</i> China	445	0.0	0.4	7.6	28.3	63.4	0.2	100.0
India	389	0.0	0.5	2.8	31.9	64.5	0.3	100.0
United Arab Emirates	15	0.0	0.0	0.0	26.7	73.3	0.0	100.0
Oceania	80	0.0	1.3	2.5	37.5	58.8	0.0	100.0
<i>of which:</i> Australia	75	0.0	1.3	2.7	36.0	60.0	0.0	100.0
America	36	0.0	0.0	2.8	16.7	80.6	0.0	100.0
<i>of which:</i> USA	16	0.0	0.0	0.0	25.0	75.0	0.0	100.0
Total	4,522	0.0	0.2	2.8	29.7	66.9	0.3	100.0

Table 21: Percentage distribution of tourists interviewed by country of residence and rating of state of environment in Mauritius, 2015

Country of residence	No. of parties	Rating of state of environment in Mauritius						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	2,422	0.2	0.6	7.3	55.2	36.3	0.5	100.0
<i>of which:</i> France	852	0.4	0.9	11.9	57.5	29.0	0.4	100.0
Germany	389	0.0	1.0	3.6	60.7	33.4	1.3	100.0
Italy	101	0.0	0.0	5.9	54.5	39.6	0.0	100.0
Russia	42	0.0	0.0	11.9	57.1	31.0	0.0	100.0
Switzerland	98	0.0	0.0	9.2	49.0	41.8	0.0	100.0
United Kingdom	576	0.2	0.3	3.3	47.7	48.1	0.3	100.0
Africa	1,086	0.0	0.6	5.5	54.7	38.9	0.4	100.0
<i>of which:</i> Reunion	278	0.0	1.1	8.6	60.8	29.1	0.4	100.0
South Africa	618	0.0	0.5	3.6	52.1	43.4	0.5	100.0
Asia	882	0.1	0.0	4.0	40.7	55.2	0.0	100.0
<i>of which:</i> China	441	0.2	0.0	6.3	37.4	56.0	0.0	100.0
India	389	0.0	0.0	1.5	42.7	55.8	0.0	100.0
United Arab Emirates	16	0.0	0.0	0.0	56.3	43.8	0.0	100.0
Oceania	80	0.0	1.3	3.8	57.5	37.5	0.0	100.0
<i>of which:</i> Australia	75	0.0	0.0	4.0	57.3	38.7	0.0	100.0
America	36	0.0	0.0	11.1	36.1	52.8	0.0	100.0
<i>of which:</i> USA	16	0.0	0.0	6.3	31.3	62.5	0.0	100.0
Total	4,506	0.1	0.5	6.2	52.1	40.8	0.4	100.0

Table 22: Percentage distribution of tourists interviewed by rating Mauritius compared to last island destination with regard to level of satisfaction, 2015

Last island visited	No. of parties	Comparison with regard to level of satisfaction			
		Lower	Same	Higher	Total
Bali	42	2.4	42.9	54.8	100.0
Caribbean	29	3.4	41.4	55.2	100.0
Dominican Republic	31	6.5	22.6	71.0	100.0
Guadeloupe	21	4.8	47.6	47.6	100.0
Madagascar	11	0.0	9.1	90.9	100.0
Maldives	60	21.7	40.0	38.3	100.0
Martinique	12	0.0	33.3	66.7	100.0
Phuket	11	9.1	9.1	81.8	100.0
Reunion	60	8.3	63.3	28.3	100.0
Seychelles	50	18.0	36.0	46.0	100.0
Thailand	41	7.3	34.1	58.5	100.0
Zanzibar	17	5.9	23.5	70.6	100.0
Others	124	7.3	39.5	53.2	100.0
All Islands	509	9.0	39.3	51.7	100.0

Table 23: Percentage distribution of tourists interviewed by rating Mauritius compared to last island destination with regard to price level, 2015

Last island visited	No. of parties	Comparison with regard to price level			
		Lower	Same	Higher	Total
Bali	42	16.7	28.6	54.8	100.0
Caribbean	29	24.1	31.0	44.8	100.0
Dominican Republic	31	6.5	22.6	71.0	100.0
Guadeloupe	21	19.0	42.9	38.1	100.0
Madagascar	11	18.2	9.1	72.7	100.0
Maldives	60	26.7	40.0	33.3	100.0
Martinique	12	25.0	33.3	41.7	100.0
Phuket	11	36.4	0.0	63.6	100.0
Reunion	60	53.3	31.7	15.0	100.0
Seychelles	50	52.0	26.0	22.0	100.0
Thailand	41	7.3	17.1	75.6	100.0
Zanzibar	17	0.0	52.9	47.1	100.0
Others	124	30.6	25.8	43.5	100.0
All Islands	509	28.3	28.7	43.0	100.0

Table 24: Percentage distribution of tourists interviewed by rating Mauritius compared to last island destination with regard to hospitality, 2015

Last island visited	No. of parties	Comparison with regard to hospitality			
		Lower	Same	Higher	Total
Bali	42	4.8	52.4	42.9	100.0
Caribbean	29	0.0	48.3	51.7	100.0
Dominican Republic	31	3.2	35.5	61.3	100.0
Guadeloupe	21	0.0	23.8	76.2	100.0
Madagascar	11	0.0	45.5	54.5	100.0
Maldives	60	8.3	50.0	41.7	100.0
Martinique	12	0.0	8.3	91.7	100.0
Phuket	11	9.1	36.4	54.5	100.0
Reunion	60	1.7	46.7	51.7	100.0
Seychelles	50	6.0	50.0	44.0	100.0
Thailand	41	2.4	46.3	51.2	100.0
Zanzibar	17	5.9	29.4	64.7	100.0
Others	124	5.6	42.7	51.6	100.0
All Islands	509	4.3	43.6	52.1	100.0

Table 25: Percentage distribution of tourists interviewed by rating Mauritius compared to last island destination with regard to quality of environment, 2015

Last island visited	No. of parties	Comparison with regard to quality of environment			
		Lower	Same	Higher	Total
Bali	42	4.8	35.7	59.5	100.0
Caribbean	29	10.3	48.3	41.4	100.0
Dominican Republic	31	0.0	45.2	54.8	100.0
Guadeloupe	21	4.8	57.1	38.1	100.0
Madagascar	11	0.0	27.3	72.7	100.0
Maldives	60	28.3	40.0	31.7	100.0
Martinique	12	16.7	50.0	33.3	100.0
Phuket	11	9.1	18.2	72.7	100.0
Reunion	60	25.0	51.7	23.3	100.0
Seychelles	50	32.0	44.0	24.0	100.0
Thailand	41	9.8	19.5	70.7	100.0
Zanzibar	17	5.9	11.8	82.4	100.0
Others	124	6.5	39.5	54.0	100.0
All Islands	509	13.8	39.7	46.6	100.0

Table 26: Percentage distribution of tourists interviewed by rating Mauritius compared to last island destination with regard to quality of products, 2015

Last island visited	No. of parties	Comparison with regard to quality of products			
		Lower	Same	Higher	Total
Bali	42	9.5	59.5	31.0	100.0
Caribbean	29	3.4	51.7	44.8	100.0
Dominican Republic	31	0.0	38.7	61.3	100.0
Guadeloupe	21	9.5	57.1	33.3	100.0
Madagascar	11	0.0	45.5	54.5	100.0
Maldives	60	13.3	48.3	38.3	100.0
Martinique	12	0.0	41.7	58.3	100.0
Phuket	11	27.3	45.5	27.3	100.0
Reunion	60	8.3	75.0	16.7	100.0
Seychelles	50	10.0	42.0	48.0	100.0
Thailand	41	12.2	43.9	43.9	100.0
Zanzibar	17	0.0	23.5	76.5	100.0
Others	124	0.0	12.5	87.5	100.0
All Islands	509	6.3	50.0	43.8	100.0

Table 27: Percentage distribution of tourists interviewed by rating Mauritius compared to last island destination with regard to variety of products, 2015

Last island visited	No. of parties	Comparison with regard to variety of products			
		Lower	Same	Higher	Total
Bali	42	16.7	47.6	35.7	100.0
Caribbean	29	6.9	48.3	44.8	100.0
Dominican Republic	31	9.7	54.8	35.5	100.0
Guadeloupe	21	14.3	42.9	42.9	100.0
Madagascar	11	9.1	36.4	54.5	100.0
Maldives	60	10.0	31.7	58.3	100.0
Martinique	12	8.3	25.0	66.7	100.0
Phuket	11	54.5	36.4	9.1	100.0
Reunion	60	5.0	78.3	16.7	100.0
Seychelles	50	2.0	36.0	62.0	100.0
Thailand	41	39.0	31.7	29.3	100.0
Zanzibar	17	0.0	23.5	76.5	100.0
Others	124	12.9	38.7	48.4	100.0
All Islands	509	12.8	43.2	44.0	100.0

Table 28: Percentage distribution of tourists interviewed by rating Mauritius compared to last island destination with regard to level of security, 2015

Last island visited	No. of parties	Comparison with regard to level of security			
		Lower	Same	Higher	Total
Bali	42	2.4	42.9	54.8	100.0
Caribbean	29	0.0	51.7	48.3	100.0
Dominican Republic	31	3.2	22.6	74.2	100.0
Guadeloupe	21	9.5	42.9	47.6	100.0
Madagascar	11	0.0	9.1	90.9	100.0
Maldives	60	10.0	53.3	36.7	100.0
Martinique	12	0.0	50.0	50.0	100.0
Phuket	11	9.1	36.4	54.5	100.0
Reunion	60	5.0	73.3	21.7	100.0
Seychelles	50	4.0	66.0	30.0	100.0
Thailand	41	4.9	29.3	65.9	100.0
Zanzibar	17	0.0	23.5	76.5	100.0
Others	124	8.1	46.0	46.0	100.0
All Islands	509	5.5	47.5	47.0	100.0

Table 29: Percentage distribution of tourists interviewed by rating Mauritius compared to last island destination with regard to value for money, 2015

Last island visited	No. of parties	Comparison with regard to value for money			
		Lower	Same	Higher	Total
Bali	42	23.8	45.2	31.0	100.0
Caribbean	29	24.1	48.3	27.6	100.0
Dominican Republic	31	19.4	32.3	48.4	100.0
Guadeloupe	21	19.0	42.9	38.1	100.0
Madagascar	11	9.1	27.3	63.6	100.0
Maldives	60	13.3	43.3	43.3	100.0
Martinique	12	8.3	58.3	33.3	100.0
Phuket	11	45.5	54.5	0.0	100.0
Reunion	60	15.0	46.7	38.3	100.0
Seychelles	50	14.0	42.0	44.0	100.0
Thailand	41	36.6	29.3	34.1	100.0
Zanzibar	17	29.4	35.3	35.3	100.0
Others	124	22.6	38.7	38.7	100.0
All Islands	509	20.8	41.1	38.1	100.0

Table 30: Major places of interest visited by tourists interviewed, 2015

Place of interest	No. of parties
Chamarel - 7 coloured earths	1,636
Ile aux Cerfs	1,393
Grand Bay	1,319
Port Louis Centre/Town	1,244
Pamplemousses Bot. Garden	975
Grand Bassin	930
Chamarel Falls	858
Casela Bird Park	782
Port Louis Market	761
Tamarin Bay (Dolphins)	447
Flic en Flac	430
National Park of B.River Gorges	412
Blue Bay Beach	407
Cap Malheureux Church	361
Le Morne Brabant	323
Caudan Waterfront	303
Trou aux Cerfs	299
Chamarel Rhum Distillery	297
Belle Mare Beach	249
Vanilla Crocodile Park	226

Table 31: Most appealing place of interest, 2015

Place of interest	No. of parties
Ile aux Cerfs	811
Chamarel - 7 coloured earths	412
Grand Bay	346
Casela Bird Park	267
Pamplemousses Bot. Garden	207

CONFIDENTIAL

Serial No.

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Republic of Mauritius
STATISTICS MAURITIUS
SURVEY OF INBOUND VISITORS 2015

Interviewer:-

Day & date of interview :

d	d	m	m	y	y	y	y

Survey point : Air ...1 Sea ... 2

MODULE A

- 1 When did you arrive in Mauritius ? Quand êtes-vous arrivé à l'île Maurice?.....
- | | | | | | | | |
|---|---|---|---|---|---|---|---|
| | | | | | | | |
| d | d | m | m | y | y | y | y |
- 2 (i) By which flight/ship did you arrive? Par quel vol êtes-vous arrivé?
- | | |
|--|--|
| | |
|--|--|
- (ii) By which flight/ship are you departing ? Par quel vol partez-vous?
- | | |
|--|--|
| | |
|--|--|
- (iii) Class of flight:
- | |
|--|
| |
|--|
- 3 Age - Group / Groupe d'âge
- | | | | |
|---------|---------|-----------|---------|
| 15 - 19 | 1 | 40 - 49 | 4 |
| 20 - 29 | 2 | 50 - 59 | 5 |
| 30 - 39 | 3 | 60 & over | 6 |
- 4 Gender/ Genre : M ... 1 F ... 2
- 5 (i) Country of residence / Pays de résidence:
- | | | |
|--|--|--|
| | | |
|--|--|--|
- (ii) Nationality / Nationalité :
- | | | |
|--|--|--|
| | | |
|--|--|--|
- (iii) Occupation / Profession :
- | | | |
|--|--|--|
| | | |
|--|--|--|
- 6 (i) Are you travelling alone? / Voyagez-vous seul? Yes 1 No 2 **If Yes, SKIP TO Q7**
If not travelling alone, state / Si en groupe, spécifier
- (ii) Group size / nombre de personnes dans le groupe
- | | |
|--|--|
| | |
|--|--|
- (iii) Which of the following best describes the group?
- | | | | |
|-------------------------------|---------|----------------------------------|---------|
| Couple with children | 1 | School/university/sporting group | 5 |
| Couple without children | 2 | Tour group | 6 |
| With friends and/or relatives | 3 | Other: <i>Specify</i> | 7 |
| Business associates | 4 | | |
- (iv) No. of persons (including you) sharing common expenditure /Combien de personnes (y compris vous) ont fait des dépenses communes
- | | |
|--|--|
| | |
|--|--|
- (v) Of whom 12 years of age or less / Dont celles âgées de 12 ans ou moins
- | | |
|--|--|
| | |
|--|--|
- 7 How many times have you visited Mauritius including this trip?/Combien de fois avez-vous visité l'île Maurice, y compris ce séjour?

- | | | |
|--|--|--|
| | | |
|--|--|--|
- IF > 1, SKIP TO Q10**
- FOR FIRST TIME VISITORS ONLY**
- 8 How did you first come to know about Mauritius? / Comment avez-vous connu l'île Maurice pour la première fois?
- | | |
|--|---------|
| Publicity in newspapers, magazines, films / La publicité dans les journaux, magazines, films | 1 |
| Friends & words of mouth / Amis & de bouche à oreille | 2 |
| Incentive trips organised by your employer / Tours organisés par votre employeur | 3 |
| Travel Agencies & Tour operators / Agences de voyages / Tours opérateurs | 4 |
| Internet / L'internet | 5 |
| Other, specify / Autre, spécifier | 6 |
- FOR FIRST TIME VISITORS ONLY**
- 9 What motivated you most to choose Mauritius?/Qu'est-ce qui vous a poussé à choisir l'île Maurice? (Pl. rank in order of importance, MAXIMUM 3)
- | | | | |
|--|---------|--------------------------------------|----------|
| Tropical image / Image Tropicale | 1 | Accessibility / Accès facile | 8 |
| History & Culture / Histoire & Culture | 2 | Our people / La population | 9 |
| Price of the destination / Prix de la destination | 3 | Beaches / Plages | 10 |
| High standard of hotel / Haut niveau des hotels | 4 | Shopping / Achats | 11 |
| Suitable accom. in non-hotel/Logement approprié ailleurs | 5 | Spa | 12 |
| Safe destination / destination sûre | 6 | Ecotourism / Ecotourisme | 13 |
| Sports (Specify / Spécifier) | 7 | Other / Autre (Specify / Spécifier) | 14 |

- 10 What was the main purpose of your visit to Mauritius?/Quelle était la raison principale de votre séjour à l'île Maurice?
- | | | | | | |
|---|-----|---|--|-----|----|
| Holidays / Vacances | ... | 1 | VFR/Visite chez parents & amis | ... | 9 |
| Honeymoon/Lune de miel | ... | 2 | Sports/Activités sportives | ... | 10 |
| Business / Affaires | ... | 3 | (Specify / Spécifier) | | |
| Medical / Medical | ... | 4 | Shopping/Achats | ... | 11 |
| Studies/Etudes | ... | 5 | Group & incentives / Groupe & motivation | ... | 12 |
| Transit/En transit | ... | 6 | Secondary residence / Residence secondaire | ... | 13 |
| Cultural event/Fete | ... | 7 | Getting married / Se marier | ... | 14 |
| Religion - pilgrimage / Religion - pelerinage | ... | 8 | Attending wedding / Assister à un mariage | ... | 15 |
| | | | Attending conference / Assister à une conférence | ... | 16 |
| | | | Other (specify) /Autre (spécifier) | ... | 17 |

- 11(i) When did you / *Quand avez-vous* :-
- (i) Decide on the trip? / *Décidé de faire ce voyage?* Weeks ago
- (ii) Make the booking? / *Fait les réservations?* Weeks ago

- (ii) How was the booking made?/ *Comment a été faite la réservation?*
- | | | | |
|---|-----------------------|---------------|-----------------------|
| (i) Tour operator, travel agent / <i>Tour opérateur, Agent de voyage</i> | <input type="radio"/> | Flight | <input type="radio"/> |
| (ii) Direct booking through Internet/ <i>Réservation directe à travers L'internet</i> | <input type="radio"/> | Accommodation | <input type="radio"/> |
| (iii) Other..... | <input type="radio"/> | | <input type="radio"/> |

- 12 (i) Where did you stay in Mauritius? / *Où avez-vous logé à l'île Maurice?*

		nights/nuits		nights/nuits
Hotel / <i>Hôtel</i>	...	1 ... <input type="text"/> <input type="text"/> <input type="text"/>	With friends, relatives / <i>Chez des amis, parents</i>	4 ... <input type="text"/> <input type="text"/> <input type="text"/>
Guest House / <i>Pension de famille</i>	...	2 ... <input type="text"/> <input type="text"/> <input type="text"/>	In own villa / house / IRS/ ERS	5 ... <input type="text"/> <input type="text"/> <input type="text"/>
Tourist residence / <i>Residence touristique</i>	...	3 ... <input type="text"/> <input type="text"/> <input type="text"/>	Other / <i>Autre (Specify / Spécifier):</i>	6 ... <input type="text"/> <input type="text"/> <input type="text"/>

- (ii) Please state the name(s) and place(s) where you stayed / *Veillez mentionner le(s) nom(s) et le(s) lieu(x) de votre hébergement :*

Name / <i>Nom</i>	<input type="text"/> <input type="text"/> <input type="text"/>	Location / <i>Lieu</i>	<input type="text"/> <input type="text"/> <input type="text"/>
Name / <i>Nom</i>	<input type="text"/> <input type="text"/> <input type="text"/>	Location / <i>Lieu</i>	<input type="text"/> <input type="text"/> <input type="text"/>
Name / <i>Nom</i>	<input type="text"/> <input type="text"/> <input type="text"/>	Location / <i>Lieu</i>	<input type="text"/> <input type="text"/> <input type="text"/>

- 13 Are you on a package tour? / *Faites-vous partie d'un voyage à forfait?* Yes ... 1 No ... 2 **IF NO SKIP TO Q. 17**
(i.e Airfare + Accommodation + other services / c.à.d. Billet d'avion + Hébergement + autres prestations)

MODULE B

- 14 What are the countries that are covered in the package tour? (Please rank in order of visit)
Quels sont les pays qui sont inclus dans ce voyage à forfait? (Veillez classer en ordre de visite)

(i) (ii) (iii)

- 15 (i) Duration of package tour / *Quelle est la durée du voyage à forfait?* nights / nuits

(ii) Price of package per adult : / *Quel est le prix du voyage à forfait par adulte?* Currency Amount

- (iii) Does the price include the following: / *Ce prix comprend -t-il :*

Airfare/Le billet d'avion	...	1	Breakfast only/Petit déjeuner seulement	...	6
Transfer/Transfert à l'hotel	...	2	Breakfast & Dinner/Petit déjeuner et diner	...	7
Accommodation/Hébergement	...	3	All Meals/Tous les repas	...	8
Sightseeing tours/Des excursions	...	4	All inclusive/Tous inclus	...	9
Car Hire/Location de voiture	...	5	Other, specify/Autre, spécifier	...	10

- 16 What was the amount that you and your party sharing common expenditure spent during your stay in Mauritius excluding cost of package ?
Quel est le montant des dépenses que vous et le groupe faisant dépenses communes avez encouru lors de votre séjour à l'île Maurice, excluant le coût du voyage à forfait?

Currency Amount..... No. of persons covered:

SKIP TO Q. 20

17 Price of airfare per adult / *Quel est le prix du billet d'avion par adulte ?*

Currency Amount

--	--	--	--	--	--

18 (i) What was the total amount you and your party sharing common expenditure spent in Mauritius?

Quel est le montant des dépenses que vous et le groupe faisant dépenses communes avez encouru lors de votre séjour à l'île Maurice?

Currency Amount

--	--	--	--	--	--

 No. of persons covered:

--	--

(ii) Of that amount, how much was spent on accommodation? / *De ce montant, combien avez-vous payé pour l'hébergement?*

Currency Amount

--	--	--	--	--	--

 No. of persons covered:

--	--

- 19 Sleeping and meal arrangement:
- | | |
|-----------------|---|
| Bed only | 1 |
| Bed & Breakfast | 2 |
| Half-board | 3 |
| Full-board | 4 |
| All inclusive | 5 |
| Free | 6 |

20 Please state the total amount you and your party spent on :

Veuillez mentionner le montant que vous et le groupe faisant dépenses communes avez dépensé sur :

	Currency	Amount							
(i) Food & Beverages / <i>Repas et boissons</i>	<table border="1" style="display: inline-table;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>						
(ii) Public transport / <i>Transport en commun</i>	<table border="1" style="display: inline-table;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>						
(iii) Car hire / <i>Location de voiture</i>	<table border="1" style="display: inline-table;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>						
(iv) Sightseeing / <i>Excursions</i>	<table border="1" style="display: inline-table;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>						
(v) Sports & Recreation / <i>Loisirs</i>	<table border="1" style="display: inline-table;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>						
(vi) Shopping / <i>Achats</i>	<table border="1" style="display: inline-table;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>						
(vii) others / <i>Autres</i>	<table border="1" style="display: inline-table;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>						
Total	<table border="1" style="display: inline-table;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>						

MODULE C

21 How would you evaluate the level of security? / *Comment évaluez-vous le niveau de sécurité?*

	Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know
	Très mauvais	Mauvais	Satisfaisant	Bon	Très bon	Ne sais pas
In hotel / <i>A L'hotel</i>	1	2	3	4	5	9
In non-hotel accommodation / <i>En dehors des hotels</i>	1	2	3	4	5	9
By taxi / <i>En taxi</i>	1	2	3	4	5	9
On the beaches / <i>Sur nos plages</i>	1	2	3	4	5	9
In Public Places / <i>Sur les lieux publiques</i>	1	2	3	4	5	9
On Tourist sites / <i>Sur les sites touristiques</i>	1	2	3	4	5	9
In Mauritius / <i>A l'île Maurice</i>	1	2	3	4	5	9

22 How would you evaluate the state of the environment? / *Comment évaluez-vous l'état de l'environnement?*

	Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know
	Très mauvais	Mauvais	Satisfaisant	Bon	Très bon	Ne sais pas
On the beaches / <i>Sur nos plages</i>	1	2	3	4	5	9
In lagoons / <i>Dans les lagons</i>	1	2	3	4	5	9
In Public places / <i>Sur les lieux publiques</i>	1	2	3	4	5	9
On Tourist sites / <i>Sur les sites touristiques</i>	1	2	3	4	5	9
In Accommodation / <i>Lieu hébergement</i>	1	2	3	4	5	9
In Mauritius / <i>A l'île Maurice</i>	1	2	3	4	5	9

23 (i) Have you visited any other tropical island destinations during the last 3 years? Yes ... **1** No ... **2**
 Avez-vous déjà visité d'autres îles tropicales durant les 3 dernières années ? **IF NO SKIP TO Q24**

(ii) If Yes, please state the last one you visited **1 2 3**
 Si oui, veuillez mentionner la dernière que vous avez visitée et quand

(iii) When did you visit that island?
 Quand avez vous visité cette île?

(iv) Compared to this destination, how would you rate Mauritius with regard to:
 En comparaison à cette destination, comment évaluez-vous l'île Maurice par rapport :

	Lower <i>Plus bas</i>	Same <i>Même</i>	Higher <i>Plus haut</i>
Level of satisfaction / <i>Niveau de satisfaction</i>	1	2	3
Price level / <i>Niveau du prix</i>	1	2	3
Hospitality / <i>Hospitalité</i>	1	2	3
Quality of environment / <i>Qualité de l'environnement</i>	1	2	3
Quality of products / <i>Qualité des produits</i>	1	2	3
Variety of products / <i>Variété des produits</i>	1	2	3
Level of security / <i>Niveau de sécurité</i>	1	2	3
Value for money / <i>Rapport Qualité: Prix</i>	1	2	3

24 Has Mauritius lived up to your expectations? / *Est-ce que L'île Maurice a été à la hauteur de vos attentes?*

- Below expectation / *En dessous des attentes* **1**
 As expected / *Comme attendu* **2**
 Beyond expectation / *Au delà des attentes* **3**

25 What are the places of interest which you visited during your stay in Mauritius and which one was most appealing to you ?
 Quels sont les sites touristiques que vous avez visités durant votre séjour à l'île Maurice et lequel avez-vous trouvé le plus intéressant ?

- | | |
|--|--|
| 1. <input type="text"/> <input type="text"/> <input type="text"/> | 5. <input type="text"/> <input type="text"/> <input type="text"/> |
| 2. <input type="text"/> <input type="text"/> <input type="text"/> | 6. <input type="text"/> <input type="text"/> <input type="text"/> |
| 3. <input type="text"/> <input type="text"/> <input type="text"/> | 7. <input type="text"/> <input type="text"/> <input type="text"/> |
| 4. <input type="text"/> <input type="text"/> <input type="text"/> | 8. <input type="text"/> <input type="text"/> <input type="text"/> |

26 Have you any specific recommendations for improving the destination?
 Avez-vous des recommandations spécifiques à faire pour l'amélioration de la destination?

- (a)

 (b)
