

SURVEY OF INBOUND TOURISM, Year 2016

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Introduction

This report presents the main results of the survey of Inbound Tourism for the year 2016. 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 2016 as obtained from the Passport and Immigration Office.

Table 2 to 8 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.

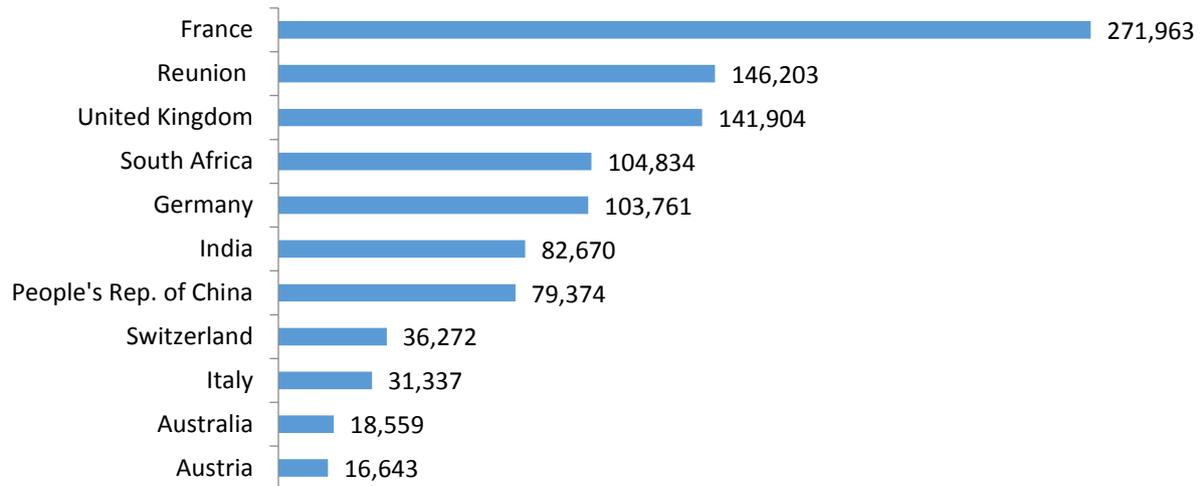
A list of major places of interest visited by tourists interviewed and the most appealing places of interest are given at Table 30 and Table 31 respectively.

Table 1: Distribution of parties and persons by country of residence, Year 2016

Country of residence	Survey of Inbound Tourism				Actual no. of tourists departed (Passport and Immigration Office)	
	Parties		Tourists		No.	%
	No.	%	No.	%		
Europe	4,300	63.7	9,426	63.0	727,651	57.7
<i>of which:</i> France	1,586	23.5	3,645	24.4	271,799	21.6
Germany	666	9.9	1,401	9.4	102,342	8.1
Italy	122	1.8	268	1.8	30,430	2.4
Russia	21	0.3	42	0.3	9,259	0.7
Switzerland	212	3.1	458	3.1	35,454	2.8
United Kingdom	884	13.1	1,882	12.6	140,460	11.1
Africa	1,184	17.5	2,829	18.9	287,716	22.8
<i>of which:</i> Reunion	284	4.2	647	4.3	145,875	11.6
South Africa	763	11.3	1,896	12.7	102,180	8.1
Asia	1,028	15.2	2,203	14.7	205,258	16.3
<i>of which:</i> People's Rep. of China	311	4.6	661	4.4	79,413	6.3
India	594	8.8	1,271	8.5	81,744	6.5
United Arab Emirates	28	0.4	57	0.4	9,780	0.8
Oceania	116	1.7	237	1.6	19,472	1.5
<i>of which:</i> Australia	112	1.7	232	1.6	18,002	1.4
America	120	1.8	256	1.7	19,254	1.5
<i>of which:</i> USA	44	0.7	95	0.6	8,363	0.7
Not stated	-	-	-	-	774	0.1
Total	6,748	100.0	14,951	100.0	1,260,125	100.0

1. Main findings

		Year 2016	1st quarter	2nd quarter	3rd quarter	4th quarter
Purpose of visit	% distribution by main purpose of visit :					
	Holiday	75.8	83.2	69.2	72.7	76.1
	Honeymoon	17.4	12.0	22.0	19.1	17.9
	Business	2.6	2.2	3.1	3.5	1.8
	Visiting friends and relatives	0.9	0.9	0.8	1.5	0.7
	Other	3.3	1.7	5.0	3.2	3.6
	Total	100.0	100.0	100.0	100.0	100.0
Tours	The proportion (%) of tourists travelling on a package tour was :	67	64	74	68	63
Party size	The average party size was :	2.1	2.1	2.1	2.1	2.1
Accommodation	% distribution by type of accommodation:					
	Hotel	81.2	79.0	84.9	82.4	79.6
	Tourist residence	7.3	9.1	5.2	5.2	8.9
	Guest house	4.8	5.9	4.3	3.5	5.1
	Friends and relatives	5.5	5.0	5.0	7.4	4.9
	Other	1.1	1.0	0.5	1.5	1.4
	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 :	10.4	10.8	10.1	11.1	9.7
Expenditure	The average expenditure (Rs) was :					
	Per tourist	44,660	44,169	44,416	45,451	44,687
	Per night	4,290	4,081	4,414	4,081	4,623
Appreciation of visit	% distribution of evaluation of visit:					
	Beyond expectation	34	32	34	38	32
	As expected	63	64	64	58	65
	Below expectation	3	3	2	3	3
	Not Stated	0	1	0	0	1
	Total	100	100	100	100	100
Return visit	The proportion (%) of tourists who visited Mauritius before was :	32	38	28	29	32

Figure 1: Tourists arrivals from main generating countries, Year 2016

Source: Passport & Immigration Office

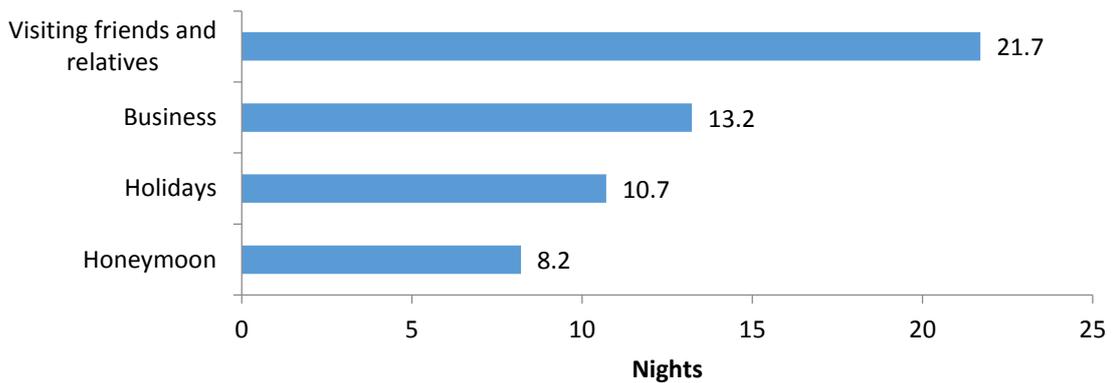
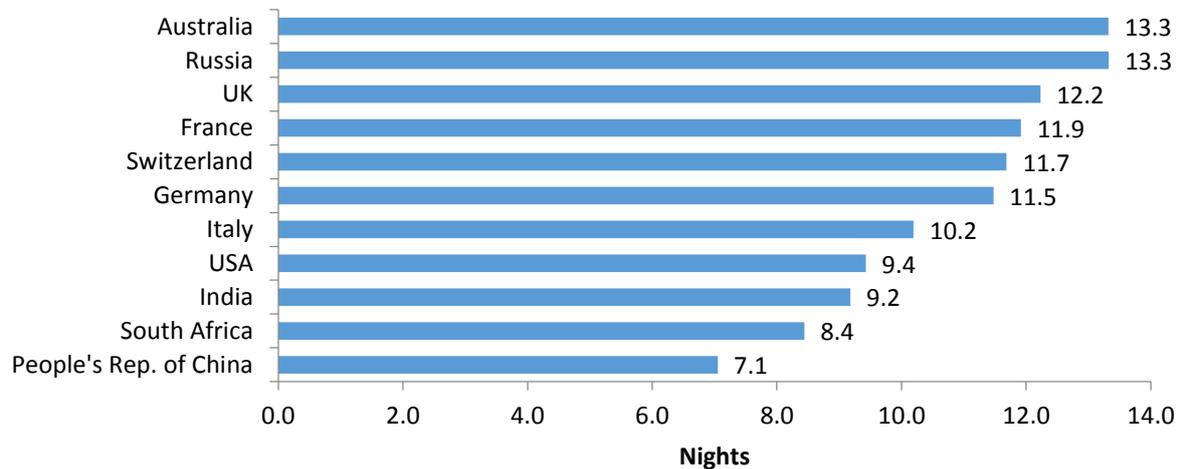
Figure 2: Average Length of stay by purpose of visit, Year 2016**Figure 3: Average length of stay by selected country of residence, Year 2016**

Figure 4: Average expenditure(Rs) per tourist by selected country, Year 2016

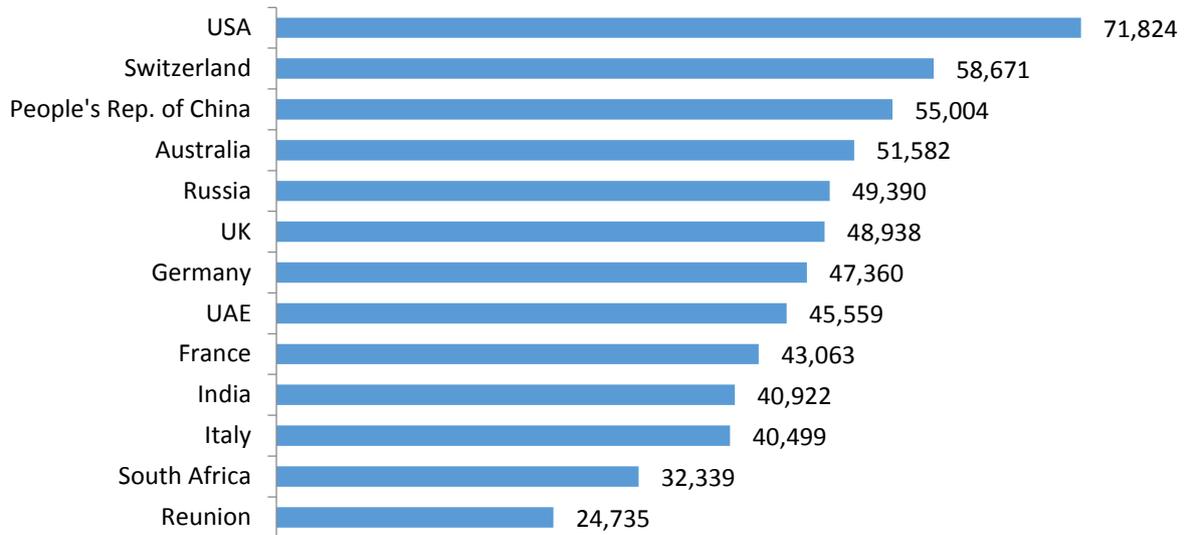


Figure 5: Group composition, Year 2016

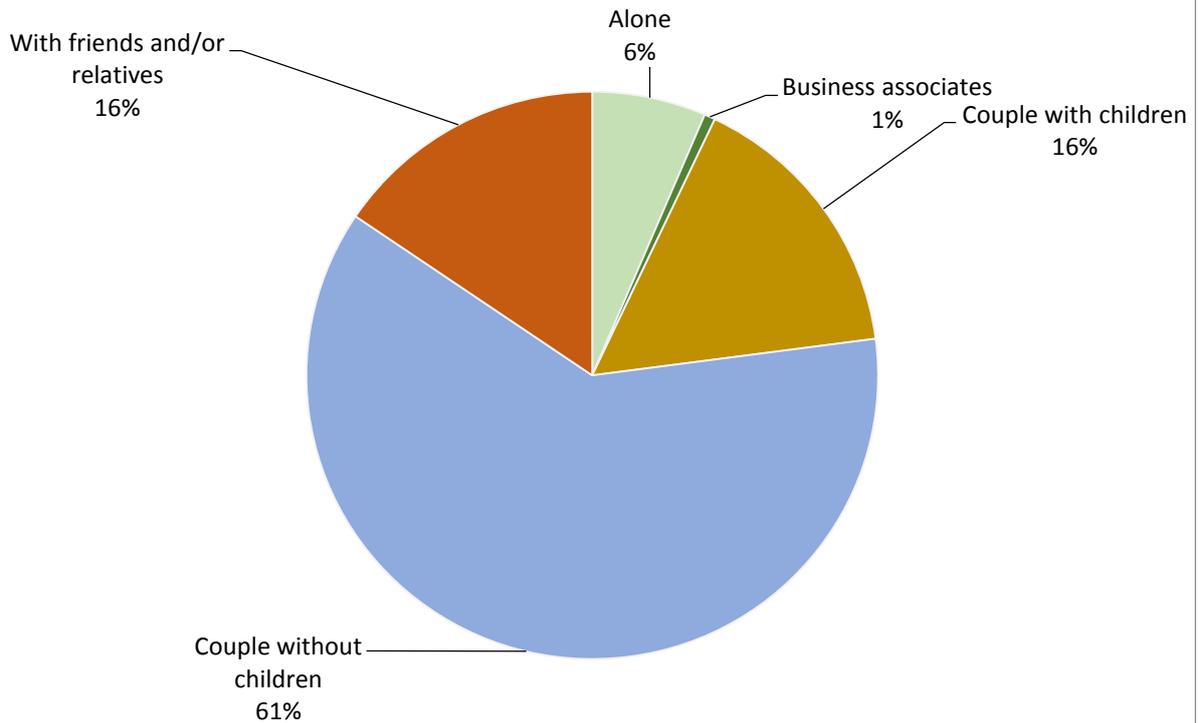
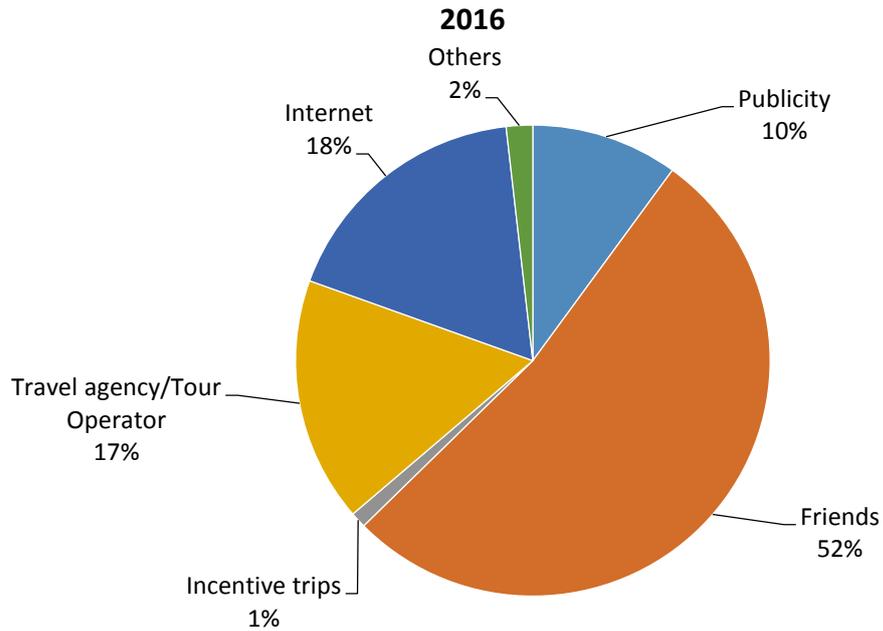
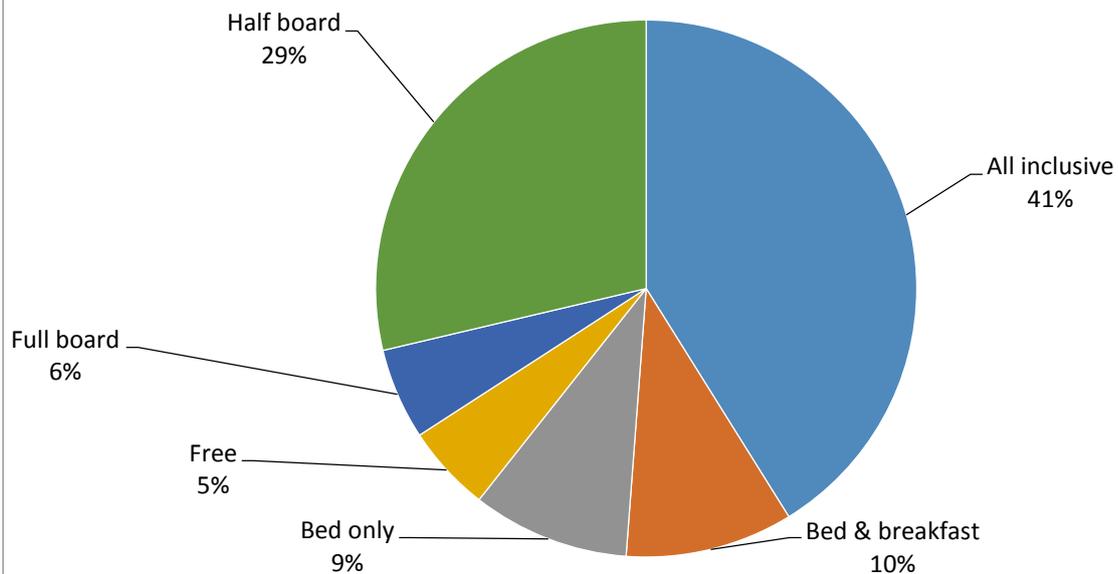


Figure 6: Distribution of first time tourists by influencing factor, Year**Figure 7: Distribution of tourists by meal arrangement, Year 2016**

2. Tourist perception on products/services

The respondents were asked to rate their level of satisfaction of some specific services in the scale of 1 to 5 with '1' being very poor and '5' excellent.

2.1 Level of security

Around 97% of the tourists who stayed mainly in hotels perceived the level of security there as high (good or excellent); for non-hotel accommodations around 81% expressed complete satisfaction.

8 out of 10 (83%) tourists rated the level of security of taxi service as high (good or excellent) compared to less than 1% rating it as poor.

The level of security on beaches was rated as high (good or excellent) by around 88% of tourists against 2% rating it as poor.

9 out of 10 tourists rated both the level of security in public places and on tourist sites as high (good or excellent).

Overall, the level of security in Mauritius was perceived as high (good or excellent) by around 96% of tourists.

2.2 State of Environment

According to 88% of respondents, the state of environment on beaches was good or excellent while 2% rated it as poor.

As regards to state of environment of lagoons, public places and tourist sites, 86%, 71% and 86% of the tourists interviewed respectively rated the environment as being good or excellent. On the other hand around 6% reported the state of environment in public places as poor or very poor.

The nature of environment in accommodation was well appreciated by tourists since 98% of them qualified it as good or excellent.

When requested to evaluate the state of environment in Mauritius around 88% of tourists rated it as good or excellent, 10% were satisfied and 2% rated it as poor.

2.3 Competitiveness with other island destinations

The islands visited by the tourists interviewed were Bali, Dominican Republic, Maldives, Reunion, Seychelles and Thailand among others.

Compared to last islands visited, around 45% of respondents found that our price level was higher. The overall quality of the tourism products in Mauritius was perceived to be higher than the other island destinations by 36% and of the same standard by 55% whilst 8% considered the quality to be lower than

those of the other islands visited. As regards to the variety of products available in Mauritius 86% found that there were same or more varieties of products available in Mauritius.

With regard to the quality of the environment 86% rated the state of environment same or higher compared to the last island visited.

Around 52% found Mauritians to be more hospitable than the population of the last island resorts they have visited and 43% did not find any significant difference in the levels of hospitality. It is worth pointing out that only 5% reported that Mauritians were less hospitable.

3. Methodology

3.1 Data collection

Survey period

The survey was conducted during two consecutive weeks of each month during the year 2016. 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, were sought regarding the content of the questionnaire. The questionnaire comprises 33 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, Chinese, Italian and Russian.

Data collection method

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

Response rate

Most of the 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.

3.2 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 2015. 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 6,748 interviews was conducted during the year 2016, covering 14,951 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 2016. 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.

3.3 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.

3.4 Weighting methodology

The survey results were benchmarked to data on monthly tourists departed in year 2016, 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.

3.5 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.

4. 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, 2016

Country of Residence		Package	Non-Package	Total
Europe		72.0	28.0	100.0
<i>of which:</i>	France	64.8	35.2	100.0
	Germany	80.6	19.4	100.0
	Italy	68.1	31.9	100.0
	Russia	24.8	75.2	100.0
	Switzerland	67.3	32.7	100.0
	United Kingdom	84.5	15.5	100.0
Africa		53.0	47.0	100.0
<i>of which:</i>	Reunion	41.8	58.2	100.0
	South Africa	75.8	24.2	100.0
Asia		74.0	26.0	100.0
<i>of which:</i>	China	79.8	20.2	100.0
	India	83.5	16.5	100.0
	United Arab Emirates	39.3	60.7	100.0
Oceania		36.0	64.0	100.0
<i>of which:</i>	Australia	35.9	64.1	100.0
America		44.2	55.8	100.0
<i>of which:</i>	United States	27.7	72.3	100.0
Total		67.0	33.0	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, 2016

Country of Residence		Package	Non-Package	Total
Europe		10.2	15.1	11.6
<i>of which:</i>	France	9.1	17.1	11.9
	Germany	11.2	12.5	11.5
	Italy	8.8	13.1	10.2
	Russia	13.4	13.3	13.3
	Switzerland	10.7	13.7	11.7
	United Kingdom	11.6	15.7	12.2
Africa		7.0	9.6	8.2
<i>of which:</i>	Reunion	5.6	7.7	6.8
	South Africa	7.6	11.0	8.4
Asia		6.9	14.3	8.8
<i>of which:</i>	China	6.2	10.2	7.1
	India	7.0	20.3	9.2
	United Arab Emirates	6.3	7.2	6.8
Oceania		8.0	16.3	13.3
<i>of which:</i>	Australia	8.0	16.3	13.3
America		10.6	12.3	11.6
<i>of which:</i>	United States	10.0	9.2	9.4
Total		9.0	13.2	10.4

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, 2016

Purpose of visit	% of tourists
Holiday	75.8
Honeymoon	17.4
Business	2.6
Visiting friends/relatives	0.9
To get married	0.4
Other	2.8
Total	100.0

Table 5(a): Percentage distribution of tourists by type of accommodation, 2016

Type of accommodation	% of tourists
Hotel	81.2
Guest House	4.8
In own villas/houses/bungalow/IRS	0.6
Tourist residence	7.3
With friends/ relatives	5.5
Other	0.5
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 and non-hotel by country of residence, 2016

Country of Residence	Hotel	Non-hotel	Total
Europe	83.1	16.9	100.0
<i>of which:</i> France	74.8	25.2	100.0
Germany	92.6	7.4	100.0
Italy	76.0	24.0	100.0
Russia	42.1	57.9	100.0
Switzerland	82.2	17.8	100.0
United Kingdom	92.4	7.6	100.0
Africa	71.3	28.7	100.0
<i>of which:</i> Reunion	60.0	40.0	100.0
South Africa	87.8	12.2	100.0
Asia	90.4	9.6	100.0
<i>of which:</i> China	96.0	4.0	100.0
India	91.2	8.8	100.0
United Arab Emirates	86.2	13.8	100.0
Oceania	62.3	37.7	100.0
<i>of which:</i> Australia	62.1	37.9	100.0
America	79.7	20.3	100.0
<i>of which:</i> United States	82.3	17.7	100.0
Total	81.2	18.8	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), 2016

	Hotel	Non-hotel	All tourists
a. Average party size	2.1	2.0	2.1
b. Average length of stay (nights)	9.1	16.2	10.4
c. Travel arrangement (%)			
<i>Package</i>	80.5	8.8	67.0
<i>Non-package</i>	19.5	91.2	33.0
Total	100.0	100.0	100.0
d. Purpose of visit (%)			
<i>Holiday</i>	73.8	84.5	75.8
<i>Honeymoon</i>	20.9	2.1	17.4
<i>Business</i>	2.4	3.1	2.6
<i>Visiting friends/relatives</i>	0.0	4.8	0.9
<i>To get married</i>	0.5	0.1	0.4
<i>Other</i>	2.3	5.4	2.8
Total	100.0	100.0	100.0
e. Expenditure (Rs)			
<i>Average expenditure per tourist</i>	46,556	36,477	44,660
<i>Average expenditure per tourist per night</i>	5,138	2,247	4,290

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, 2016

Country of Residence	1 st Semester 2016		2 nd Semester 2016		Year 2016	
	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	46,742	3,974	46,220	4,030	46,478	4,002
<i>of which:</i> France	43,068	3,567	43,058	3,666	43,063	3,613
Germany	48,406	4,178	46,446	4,081	47,360	4,127
Italy	45,384	4,513	35,341	3,418	40,499	3,973
Russia	43,651	3,365	63,738	4,483	49,390	3,706
Switzerland	53,636	4,426	62,750	5,536	58,671	5,021
United Kingdom	49,735	4,038	48,364	3,975	48,938	4,002
Africa	30,079	3,664	34,173	4,135	32,170	3,905
<i>of which:</i> Reunion	22,264	3,172	27,375	4,140	24,735	3,625
South Africa	29,806	3,539	34,470	4,076	32,339	3,831
Asia	53,139	6,105	51,948	5,835	52,533	5,966
<i>of which:</i> China	56,801	8,020	53,275	7,588	55,004	7,800
India	36,527	4,186	45,857	4,733	40,922	4,458
United Arab Emirates	48,868	7,421	43,212	6,213	45,559	6,698
Oceania	45,540	3,113	57,503	4,735	51,986	3,912
<i>of which:</i> Australia	44,557	3,037	57,547	4,729	51,582	3,873
America	67,905	5,860	74,152	6,429	71,275	6,166
<i>of which:</i> United States	61,209	6,613	80,958	8,456	71,824	7,619
Total	44,276	4,219	45,031	4,360	44,660	4,290

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 7: Average expenditure per tourist per night by country of residence and travel arrangement, 2016

Country of Residence	1 st Semester 2016			2 nd Semester 2016			Year 2016		
	Package Rs	Non Package Rs	Total Rs	Package Rs	Non Package Rs	Total Rs	Package Rs	Non Package Rs	Total Rs
Europe	4,656	2,785	3,974	4,490	3,230	4,030	4,573	3,008	4,002
<i>of which:</i> France	4,971	2,262	3,567	4,615	2,684	3,666	4,798	2,455	3,613
Germany	4,116	4,432	4,178	4,176	3,749	4,081	4,147	4,051	4,127
Italy	4,614	4,338	4,513	4,571	2,069	3,418	4,594	3,084	3,973
Russia	5,034	2,473	3,365	8,040	4,402	4,483	5,115	3,239	3,706
Switzerland	5,087	3,599	4,426	5,446	5,718	5,536	5,296	4,578	5,021
United Kingdom	4,406	2,548	4,038	4,159	3,238	3,975	4,263	2,949	4,002
Africa	4,302	3,157	3,664	4,534	3,793	4,135	4,423	3,478	3,905
<i>of which:</i> Reunion	4,304	2,716	3,172	4,131	4,146	4,140	4,208	3,321	3,625
South Africa	3,686	3,153	3,539	4,383	3,504	4,076	4,046	3,365	3,831
Asia	7,299	4,152	6,105	7,128	4,334	5,835	7,217	4,255	5,966
<i>of which:</i> China	8,667	5,947	8,020	8,300	6,247	7,588	8,495	6,127	7,800
India	4,835	2,829	4,186	5,538	3,565	4,733	5,161	3,238	4,458
United Arab Emirates	7,801	7,214	7,421	8,786	4,710	6,213	8,401	5,732	6,698
Oceania	5,461	2,344	3,113	6,260	4,388	4,735	5,798	3,391	3,912
<i>of which:</i> Australia	5,461	2,226	3,037	6,302	4,388	4,729	5,805	3,345	3,873
America	5,733	5,983	5,860	3,055	8,071	6,429	4,566	7,252	6,166
<i>of which:</i> United States	5,822	7,091	6,613	1,416	10,522	8,456	3,972	9,145	7,619
Total	5,006	3,091	4,219	4,839	3,712	4,360	4,923	3,410	4,290

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 8: Percentage distribution of expenditure by major item and country of residence, 2016

Country of residence		Accommodation	Meals & Beverages	Local Transport	Sightseeing	Entertainment & Recreation	Shopping	Other	Total
Europe		65.2	9.6	4.2	7.3	4.1	7.0	2.7	100.0
<i>of which:</i>	France	60.5	11.1	4.3	8.0	4.0	8.8	3.4	100.0
	Germany	69.6	7.9	4.1	6.8	4.1	4.9	2.4	100.0
	Italy	64.1	9.5	4.1	8.9	2.8	7.7	2.8	100.0
	Russia	60.7	13.9	7.4	4.5	5.0	6.8	1.7	100.0
	Switzerland	65.4	11.9	3.5	6.7	3.8	6.5	2.2	100.0
	United Kingdom	70.9	7.5	4.0	6.2	4.4	5.2	1.7	100.0
Africa		52.7	12.5	5.9	4.5	4.0	14.4	6.0	100.0
<i>of which:</i>	Reunion	40.7	14.5	7.8	4.7	4.1	18.8	9.5	100.0
	South Africa	66.1	9.6	4.8	4.8	3.7	8.4	2.6	100.0
Asia		55.0	10.2	4.8	11.4	6.4	9.5	2.7	100.0
<i>of which:</i>	China	57.1	9.5	4.5	11.6	4.9	10.1	2.3	100.0
	India	56.4	10.0	5.8	10.4	6.5	8.5	2.3	100.0
	United Arab Emirates	59.1	12.7	3.5	4.0	6.5	10.7	3.5	100.0
Oceania		50.2	16.7	3.5	6.4	5.9	11.9	5.3	100.0
<i>of which:</i>	Australia	49.9	16.7	3.4	6.5	6.1	12.0	5.4	100.0
America		56.4	14.6	3.1	4.7	2.9	14.5	3.8	100.0
<i>of which:</i>	United States	50.9	14.9	2.0	4.4	2.6	22.6	2.7	100.0
Total		60.7	10.5	4.6	7.5	4.5	8.9	3.3	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 9: Percentage distribution of tourists interviewed staying in hotels by country of residence and rating of level of security in hotels, 2016

Country of residence	No. of parties	Rating of level of security in hotels						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	3,666	0.1	0.2	1.4	25.7	72.2	0.5	100.0
<i>of which:</i> France	1,237	0.1	0.2	1.9	22.3	75.5	0.1	100.0
Germany	616	0.2	0.2	0.5	26.8	71.6	0.8	100.0
Italy	98	0.0	1.0	2.0	29.6	67.3	0.0	100.0
Russia	14	0.0	0.0	0.0	28.6	64.3	7.1	100.0
Switzerland	173	0.0	0.0	2.3	25.4	71.1	1.2	100.0
United Kingdom	819	0.2	0.1	1.5	27.4	70.7	0.1	100.0
Africa	937	0.0	0.4	2.7	29.0	67.1	0.7	100.0
<i>of which:</i> Reunion	164	0.0	0.0	4.3	33.5	61.0	1.2	100.0
South Africa	682	0.0	0.4	2.2	27.7	69.1	0.6	100.0
Asia	946	0.1	0.3	3.7	38.8	55.9	1.2	100.0
<i>of which:</i> China	290	0.0	0.7	2.1	36.2	60.0	1.0	100.0
India	568	0.2	0.2	4.8	41.4	52.3	1.2	100.0
United Arab Emirates	26	0.0	0.0	0.0	30.8	69.2	0.0	100.0
Oceania	86	0.0	1.2	1.2	32.6	64.0	1.2	100.0
<i>of which:</i> Australia	83	0.0	1.2	1.2	32.5	63.9	1.2	100.0
America	95	0.0	0.0	0.0	23.2	75.8	1.1	100.0
<i>of which:</i> USA	33	0.0	0.0	0.0	39.4	60.6	0.0	100.0
Total	5,730	0.1	0.2	1.9	28.4	68.6	0.6	100.0

Table 10: Percentage distribution of tourists interviewed staying in non-hotels by country of residence and rating of level of security in non-hotel accommodations, 2016

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	634	0.3	0.2	3.2	45.0	34.5	16.9	100.0
<i>of which:</i> France	349	0.3	0.0	4.6	43.3	36.4	15.5	100.0
Germany	50	2.0	0.0	0.0	32.0	48.0	18.0	100.0
Italy	24	0.0	0.0	4.2	50.0	25.0	20.8	100.0
Russia	7	0.0	0.0	0.0	42.9	42.9	14.3	100.0
Switzerland	39	0.0	0.0	2.6	56.4	23.1	17.9	100.0
United Kingdom	65	0.0	0.0	3.1	47.7	32.3	16.9	100.0
Africa	247	0.0	0.0	1.6	44.1	40.9	13.4	100.0
<i>of which:</i> Reunion	120	0.0	0.0	2.5	52.5	32.5	12.5	100.0
South Africa	81	0.0	0.0	0.0	39.5	44.4	16.0	100.0
Asia	82	0.0	2.4	6.1	42.7	35.4	13.4	100.0
<i>of which:</i> China	21	0.0	9.5	9.5	47.6	19.0	14.3	100.0
India	26	0.0	0.0	7.7	34.6	46.2	11.5	100.0
United Arab Emirates	2	0.0	0.0	0.0	50.0	50.0	0.0	100.0
Oceania	30	0.0	0.0	6.7	43.3	46.7	3.3	100.0
<i>of which:</i> Australia	29	0.0	0.0	6.9	44.8	44.8	3.4	100.0
America	25	0.0	0.0	4.0	36.0	36.0	24.0	100.0
<i>of which:</i> USA	11	0.0	0.0	0.0	45.5	36.4	18.2	100.0
Total	1,018	0.2	0.3	3.1	44.3	36.5	15.5	100.0

Table 11: Percentage distribution of tourists interviewed by country of residence and rating of level of security regarding taxi service, 2016

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	4,293	0.0	0.5	3.9	46.4	36.1	13.2	100.0
<i>of which:</i> France	1,586	0.0	0.7	5.4	44.3	35.4	14.3	100.0
Germany	662	0.0	0.6	2.3	43.8	38.5	14.8	100.0
Italy	122	0.0	0.8	5.7	54.1	25.4	13.9	100.0
Russia	21	0.0	0.0	0.0	52.4	42.9	4.8	100.0
Switzerland	211	0.0	0.5	4.7	45.5	37.4	11.8	100.0
United Kingdom	883	0.0	0.0	2.9	48.6	38.6	9.9	100.0
Africa	1,176	0.1	0.3	4.2	46.1	38.7	10.6	100.0
<i>of which:</i> Reunion	282	0.0	0.0	7.1	52.1	31.6	9.2	100.0
South Africa	758	0.1	0.5	3.4	43.7	40.8	11.5	100.0
Asia	1,020	0.0	0.7	3.9	49.8	31.2	14.4	100.0
<i>of which:</i> China	309	0.0	1.0	4.2	50.8	27.8	16.2	100.0
India	588	0.0	0.5	3.4	52.0	32.0	12.1	100.0
United Arab Emirates	28	0.0	0.0	0.0	46.4	46.4	7.1	100.0
Oceania	116	0.0	0.0	5.2	54.3	26.7	13.8	100.0
<i>of which:</i> Australia	112	0.0	0.0	5.4	56.3	24.1	14.3	100.0
America	120	0.0	0.0	0.8	40.0	44.2	15.0	100.0
<i>of which:</i> USA	44	0.0	0.0	2.3	47.7	34.1	15.9	100.0
Total	6,725	0.0	0.5	3.9	46.9	35.8	13.0	100.0

Table 12: Percentage distribution of tourists interviewed by country of residence and rating of level of security on beaches, 2016

Country of residence	No. of parties	Rating of level of security on beaches						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	4,293	0.3	2.8	10.6	49.1	36.9	0.3	100.0
<i>of which:</i> France	1,586	0.5	5.0	15.8	46.5	32.0	0.3	100.0
Germany	662	0.0	1.8	7.9	50.6	39.4	0.3	100.0
Italy	122	0.0	1.6	9.8	53.3	35.2	0.0	100.0
Russia	21	0.0	0.0	4.8	61.9	33.3	0.0	100.0
Switzerland	211	0.0	2.4	10.0	53.1	34.6	0.0	100.0
United Kingdom	883	0.1	1.0	5.4	47.1	46.1	0.2	100.0
Africa	1,175	0.2	1.7	7.7	42.0	46.6	1.7	100.0
<i>of which:</i> Reunion	281	0.4	2.1	11.0	48.0	36.3	2.1	100.0
South Africa	758	0.1	1.5	6.5	41.6	49.3	1.1	100.0
Asia	1,020	0.0	0.2	3.7	44.9	50.5	0.7	100.0
<i>of which:</i> China	309	0.0	0.0	3.9	43.4	52.1	0.6	100.0
India	588	0.0	0.2	2.7	45.6	51.2	0.3	100.0
United Arab Emirates	28	0.0	0.0	7.1	53.6	39.3	0.0	100.0
Oceania	116	0.0	4.3	7.8	50.9	33.6	3.4	100.0
<i>of which:</i> Australia	112	0.0	4.5	7.1	51.8	33.0	3.6	100.0
America	120	0.0	0.8	7.5	40.8	50.8	0.0	100.0
<i>of which:</i> USA	44	0.0	2.3	9.1	38.6	50.0	0.0	100.0
Total	6,724	0.2	2.2	9.0	47.1	40.9	0.6	100.0

Table 13: Percentage distribution of tourists interviewed by country of residence and rating of level of security in public places, 2016

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	4,293	0.1	0.5	6.0	55.3	34.7	3.3	100.0
<i>of which:</i> France	1,586	0.1	0.8	7.4	54.2	35.2	2.4	100.0
Germany	662	0.0	0.3	4.5	56.8	35.6	2.7	100.0
Italy	122	0.0	0.8	5.7	61.5	27.9	4.1	100.0
Russia	21	0.0	0.0	0.0	61.9	28.6	9.5	100.0
Switzerland	211	0.0	0.0	4.3	62.6	30.8	2.4	100.0
United Kingdom	883	0.1	0.1	4.6	54.5	35.2	5.4	100.0
Africa	1,176	0.0	0.6	5.2	51.4	39.6	3.2	100.0
<i>of which:</i> Reunion	282	0.0	1.4	6.4	56.7	33.7	1.8	100.0
South Africa	758	0.0	0.4	5.4	49.1	41.0	4.1	100.0
Asia	1,020	0.2	0.4	5.4	58.2	34.1	1.7	100.0
<i>of which:</i> China	309	0.3	0.3	3.6	62.1	32.7	1.0	100.0
India	588	0.0	0.3	6.0	59.2	33.5	1.0	100.0
United Arab Emirates	28	0.0	0.0	0.0	53.6	39.3	7.1	100.0
Oceania	116	0.0	1.7	4.3	67.2	23.3	3.4	100.0
<i>of which:</i> Australia	112	0.0	1.8	4.5	68.8	21.4	3.6	100.0
America	120	0.0	0.8	2.5	50.8	43.3	2.5	100.0
<i>of which:</i> USA	44	0.0	0.0	4.5	56.8	36.4	2.3	100.0
Total	6,725	0.1	0.5	5.7	55.2	35.4	3.0	100.0

Table 14: Percentage distribution of tourists interviewed by country of residence and rating of level of security on tourist sites, 2016

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	4,293	0.1	0.1	2.8	51.5	41.8	3.6	100.0
<i>of which:</i> France	1,586	0.1	0.1	4.4	49.2	44.1	2.1	100.0
Germany	662	0.0	0.0	2.0	52.7	42.9	2.4	100.0
Italy	122	0.0	0.0	3.3	54.9	34.4	7.4	100.0
Russia	21	0.0	0.0	0.0	61.9	38.1	0.0	100.0
Switzerland	211	0.0	0.0	2.8	55.9	39.3	1.9	100.0
United Kingdom	883	0.0	0.1	1.7	50.5	40.9	6.8	100.0
Africa	1,176	0.0	0.2	3.0	45.5	45.7	5.7	100.0
<i>of which:</i> Reunion	282	0.0	0.0	4.6	52.8	38.7	3.9	100.0
South Africa	758	0.0	0.3	2.9	43.1	47.0	6.7	100.0
Asia	1,020	0.1	0.1	3.5	55.3	39.6	1.4	100.0
<i>of which:</i> China	309	0.3	0.3	4.2	54.0	40.1	1.0	100.0
India	588	0.0	0.0	3.1	58.8	37.2	0.9	100.0
United Arab Emirates	28	0.0	0.0	0.0	39.3	53.6	7.1	100.0
Oceania	116	0.0	0.0	1.7	61.2	31.0	6.0	100.0
<i>of which:</i> Australia	112	0.0	0.0	1.8	62.5	29.5	6.3	100.0
America	120	0.0	0.0	1.7	44.2	45.0	9.2	100.0
<i>of which:</i> USA	44	0.0	0.0	2.3	54.5	36.4	6.8	100.0
Total	6,725	0.1	0.1	2.9	51.1	42.0	3.8	100.0

Table 15: Percentage distribution of tourists interviewed by country of residence and rating of level of security in Mauritius, 2016

Country of residence	No. of parties	Rating of level of security in Mauritius						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	4,293	0.0	0.3	2.8	55.3	40.9	0.6	100.0
<i>of which:</i> France	1,586	0.0	0.3	3.5	54.7	41.2	0.4	100.0
Germany	662	0.0	0.2	2.0	56.0	40.9	0.9	100.0
Italy	122	0.0	0.0	1.6	61.5	36.9	0.0	100.0
Russia	21	0.0	0.0	0.0	66.7	28.6	4.8	100.0
Switzerland	211	0.0	0.0	3.8	60.2	36.0	0.0	100.0
United Kingdom	883	0.0	0.3	2.6	53.2	43.1	0.7	100.0
Africa	1,175	0.0	0.1	3.5	49.4	46.6	0.4	100.0
<i>of which:</i> Reunion	281	0.0	0.4	5.3	56.2	37.4	0.7	100.0
South Africa	758	0.0	0.0	3.0	48.2	48.5	0.3	100.0
Asia	1,020	0.1	0.0	4.1	54.3	41.4	0.1	100.0
<i>of which:</i> China	309	0.3	0.0	1.9	53.4	44.3	0.0	100.0
India	588	0.0	0.0	4.6	57.0	38.3	0.2	100.0
United Arab Emirates	28	0.0	0.0	0.0	42.9	57.1	0.0	100.0
Oceania	116	0.0	0.0	3.4	62.1	33.6	0.9	100.0
<i>of which:</i> Australia	112	0.0	0.0	3.6	63.4	32.1	0.9	100.0
America	120	0.0	0.8	0.8	46.7	51.7	0.0	100.0
<i>of which:</i> USA	44	0.0	0.0	2.3	50.0	47.7	0.0	100.0
Total	6,724	0.0	0.2	3.1	54.1	42.0	0.5	100.0

Table 16: Percentage distribution of tourists interviewed by country of residence and rating of state of environment on beaches, 2016

Country of residence	No. of parties	Rating of state of environment on beaches						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	4,293	0.3	2.8	10.6	49.1	36.9	0.3	100.0
<i>of which:</i> France	1,586	0.5	5.0	15.8	46.5	32.0	0.3	100.0
Germany	662	0.0	1.8	7.9	50.6	39.4	0.3	100.0
Italy	122	0.0	1.6	9.8	53.3	35.2	0.0	100.0
Russia	21	0.0	0.0	4.8	61.9	33.3	0.0	100.0
Switzerland	211	0.0	2.4	10.0	53.1	34.6	0.0	100.0
United Kingdom	883	0.1	1.0	5.4	47.1	46.1	0.2	100.0
Africa	1,175	0.2	1.7	7.7	42.0	46.6	1.7	100.0
<i>of which:</i> Reunion	281	0.4	2.1	11.0	48.0	36.3	2.1	100.0
South Africa	758	0.1	1.5	6.5	41.6	49.3	1.1	100.0
Asia	1,020	0.0	0.2	3.7	44.9	50.5	0.7	100.0
<i>of which:</i> China	309	0.0	0.0	3.9	43.4	52.1	0.6	100.0
India	588	0.0	0.2	2.7	45.6	51.2	0.3	100.0
United Arab Emirates	28	0.0	0.0	7.1	53.6	39.3	0.0	100.0
Oceania	116	0.0	4.3	7.8	50.9	33.6	3.4	100.0
<i>of which:</i> Australia	112	0.0	4.5	7.1	51.8	33.0	3.6	100.0
America	120	0.0	0.8	7.5	40.8	50.8	0.0	100.0
<i>of which:</i> USA	44	0.0	2.3	9.1	38.6	50.0	0.0	100.0
Total	6,724	0.2	2.2	9.0	47.1	40.9	0.6	100.0

Table 17: Percentage distribution of tourists interviewed by country of residence and rating of state of environment in lagoons, 2016

Country of residence	No. of parties	Rating of state of environment in lagoons						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	4,293	0.1	1.8	10.4	50.9	34.2	2.6	100.0
<i>of which:</i> France	1,586	0.3	2.9	15.2	48.8	31.3	1.6	100.0
Germany	662	0.0	1.2	6.3	53.2	36.9	2.4	100.0
Italy	122	0.0	0.8	13.1	50.0	32.0	4.1	100.0
Russia	21	0.0	0.0	4.8	61.9	28.6	4.8	100.0
Switzerland	211	0.0	2.8	12.3	51.2	30.8	2.8	100.0
United Kingdom	883	0.0	0.9	5.8	50.3	39.1	4.0	100.0
Africa	1,175	0.3	1.9	7.3	46.8	38.6	5.2	100.0
<i>of which:</i> Reunion	281	0.0	2.8	10.7	50.5	33.5	2.5	100.0
South Africa	758	0.4	1.6	5.7	47.6	38.5	6.2	100.0
Asia	1,020	0.0	0.2	3.5	51.0	42.6	2.6	100.0
<i>of which:</i> China	309	0.0	0.3	3.9	47.6	46.6	1.6	100.0
India	588	0.0	0.2	2.6	52.9	41.5	2.9	100.0
United Arab Emirates	28	0.0	0.0	3.6	57.1	39.3	0.0	100.0
Oceania	116	0.0	3.4	8.6	50.9	29.3	7.8	100.0
<i>of which:</i> Australia	112	0.0	3.6	8.9	50.9	28.6	8.0	100.0
America	120	0.0	0.8	4.2	44.2	39.2	11.7	100.0
<i>of which:</i> USA	44	0.0	2.3	2.3	50.0	36.4	9.1	100.0
Total	6,724	0.1	1.6	8.7	50.1	36.3	3.3	100.0

Table 18: Percentage distribution of tourists interviewed by country of residence and rating of state of environment in public places, 2016

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	4,293	0.5	7.1	23.8	47.7	18.2	2.7	100.0
<i>of which:</i> France	1,586	0.8	9.3	29.1	42.6	16.8	1.5	100.0
Germany	662	0.3	5.9	22.4	51.1	17.4	3.0	100.0
Italy	122	0.0	4.9	23.8	51.6	17.2	2.5	100.0
Russia	21	0.0	0.0	14.3	61.9	19.0	4.8	100.0
Switzerland	211	0.9	6.6	25.6	48.3	16.1	2.4	100.0
United Kingdom	883	0.5	4.6	16.8	51.8	22.3	4.1	100.0
Africa	1,175	0.4	5.0	17.4	47.5	26.2	3.5	100.0
<i>of which:</i> Reunion	281	1.1	5.3	21.4	49.8	20.6	1.8	100.0
South Africa	758	0.3	5.5	17.3	46.8	25.6	4.5	100.0
Asia	1,020	0.0	0.9	8.5	56.0	33.7	0.9	100.0
<i>of which:</i> China	309	0.0	0.6	11.0	55.0	33.0	0.3	100.0
India	588	0.0	0.5	6.1	57.5	35.0	0.9	100.0
United Arab Emirates	28	0.0	0.0	17.9	53.6	21.4	7.1	100.0
Oceania	116	0.9	2.6	25.0	54.3	12.9	4.3	100.0
<i>of which:</i> Australia	112	0.9	1.8	25.9	53.6	13.4	4.5	100.0
America	120	0.0	3.3	15.0	50.0	29.2	2.5	100.0
<i>of which:</i> USA	44	0.0	2.3	18.2	59.1	18.2	2.3	100.0
Total	6,724	0.4	5.6	20.2	49.1	22.1	2.6	100.0

Table 19: Percentage distribution of tourists interviewed by country of residence and rating of state of environment on tourist sites, 2016

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	4,293	0.0	1.4	11.5	51.4	32.1	3.6	100.0
<i>of which:</i> France	1,586	0.0	2.3	16.6	46.7	32.3	2.0	100.0
Germany	662	0.0	0.8	9.5	54.7	32.0	3.0	100.0
Italy	122	0.0	0.0	9.8	55.7	29.5	4.9	100.0
Russia	21	0.0	0.0	4.8	71.4	23.8	0.0	100.0
Switzerland	211	0.0	1.9	11.4	55.9	28.9	1.9	100.0
United Kingdom	883	0.1	0.8	5.3	52.1	35.3	6.3	100.0
Africa	1,175	0.1	0.7	7.5	48.3	37.5	6.0	100.0
<i>of which:</i> Reunion	281	0.0	0.7	10.0	54.4	31.7	3.2	100.0
South Africa	758	0.1	0.7	6.6	47.9	37.5	7.3	100.0
Asia	1,020	0.0	0.1	4.0	54.1	40.5	1.3	100.0
<i>of which:</i> China	309	0.0	0.0	3.6	54.0	41.4	1.0	100.0
India	588	0.0	0.2	3.2	55.1	40.8	0.7	100.0
United Arab Emirates	28	0.0	0.0	0.0	64.3	28.6	7.1	100.0
Oceania	116	0.9	0.0	9.5	46.6	37.1	6.0	100.0
<i>of which:</i> Australia	112	0.9	0.0	9.8	46.4	36.6	6.3	100.0
America	120	0.0	0.8	5.8	44.2	40.8	8.3	100.0
<i>of which:</i> USA	44	0.0	2.3	6.8	45.5	40.9	4.5	100.0
Total	6,724	0.0	1.0	9.5	51.1	34.5	3.8	100.0

Table 20: Percentage distribution of tourists interviewed by country of residence and rating of state of environment in accommodation, 2016

Country of residence	No. of parties	Rating of state of environment in accommodation						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	4,292	0.1	0.2	1.8	31.1	66.7	0.2	100.0
<i>of which:</i> France	1,586	0.0	0.2	2.9	30.1	66.8	0.1	100.0
Germany	662	0.0	0.0	2.1	30.4	67.5	0.0	100.0
Italy	122	0.8	0.8	1.6	36.9	59.8	0.0	100.0
Russia	21	0.0	0.0	0.0	42.9	57.1	0.0	100.0
Switzerland	211	0.0	0.5	0.9	34.1	64.0	0.5	100.0
United Kingdom	883	0.2	0.2	0.7	29.1	69.4	0.3	100.0
Africa	1,175	0.2	0.2	1.8	32.8	64.7	0.4	100.0
<i>of which:</i> Reunion	281	0.0	0.0	3.9	42.3	53.4	0.4	100.0
South Africa	758	0.1	0.1	1.2	28.9	69.1	0.5	100.0
Asia	1,020	0.2	0.3	2.5	34.5	62.5	0.0	100.0
<i>of which:</i> China	309	0.0	0.0	2.3	34.0	63.8	0.0	100.0
India	588	0.3	0.5	2.4	33.7	63.1	0.0	100.0
United Arab Emirates	28	0.0	0.0	0.0	32.1	67.9	0.0	100.0
Oceania	116	0.0	0.0	0.0	38.8	60.3	0.9	100.0
<i>of which:</i> Australia	112	0.0	0.0	0.0	38.4	60.7	0.9	100.0
America	120	0.0	0.0	0.0	30.8	69.2	0.0	100.0
<i>of which:</i> USA	44	0.0	0.0	0.0	36.4	63.6	0.0	100.0
Total	6,723	0.1	0.2	1.8	32.0	65.6	0.2	100.0

Table 21: Percentage distribution of tourists interviewed by country of residence and rating of state of environment in Mauritius, 2016

Country of residence	No. of parties	Rating of state of environment in Mauritius						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	4,292	0.1	2.3	12.8	54.6	29.8	0.3	100.0
<i>of which:</i> France	1,586	0.1	4.0	16.3	52.4	27.0	0.2	100.0
Germany	662	0.0	1.4	12.1	58.6	27.8	0.2	100.0
Italy	122	0.0	0.0	11.5	58.2	30.3	0.0	100.0
Russia	21	0.0	0.0	9.5	57.1	33.3	0.0	100.0
Switzerland	211	0.0	1.9	14.7	55.0	28.4	0.0	100.0
United Kingdom	883	0.1	1.2	8.5	53.3	36.7	0.1	100.0
Africa	1,175	0.0	1.2	9.2	50.9	38.6	0.1	100.0
<i>of which:</i> Reunion	281	0.0	2.8	13.9	53.0	30.2	0.0	100.0
South Africa	758	0.0	0.8	7.9	51.6	39.7	0.0	100.0
Asia	1,020	0.0	0.4	2.7	51.8	45.1	0.0	100.0
<i>of which:</i> China	309	0.0	0.0	2.6	49.5	47.9	0.0	100.0
India	588	0.0	0.2	2.2	53.9	43.7	0.0	100.0
United Arab Emirates	28	0.0	3.6	0.0	53.6	42.9	0.0	100.0
Oceania	116	0.0	0.9	6.9	65.5	25.9	0.9	100.0
<i>of which:</i> Australia	112	0.0	0.9	7.1	66.1	25.0	0.9	100.0
America	120	0.0	0.8	5.8	50.0	43.3	0.0	100.0
<i>of which:</i> USA	44	0.0	2.3	9.1	54.5	34.1	0.0	100.0
Total	6,723	0.1	1.8	10.4	53.7	33.9	0.2	100.0

Table 22: Percentage distribution of tourists interviewed by rating Mauritius compared to last island destination with regard to level of satisfaction, 2016

Last island visited	No. of parties	Comparison with regard to level of satisfaction			
		Lower	Same	Higher	Total
Bali	104	14.4	44.2	41.3	100.0
Caribbean	76	10.5	46.1	43.4	100.0
Dominican Republic	103	5.8	26.2	68.0	100.0
Guadeloupe	54	7.4	33.3	59.3	100.0
Madagascar	16	12.5	31.3	56.3	100.0
Maldives	129	34.9	46.5	18.6	100.0
Martinique	51	13.7	39.2	47.1	100.0
Phuket	30	10.0	20.0	70.0	100.0
Reunion	145	16.6	60.7	22.8	100.0
Seychelles	104	19.2	37.5	43.3	100.0
Thailand	140	10.0	45.0	45.0	100.0
Zanzibar	42	4.8	33.3	61.9	100.0
Others	380	10.5	37.1	52.4	100.0
All Islands	1,374	13.8	40.9	45.3	100.0

Table 23: Percentage distribution of tourists interviewed by rating Mauritius compared to last island destination with regard to price level, 2016

Last island visited	No. of parties	Comparison with regard to price level			
		Lower	Same	Higher	Total
Bali	104	8.7	21.2	70.2	100.0
Caribbean	76	18.4	40.8	40.8	100.0
Dominican Republic	103	21.4	23.3	55.3	100.0
Guadeloupe	54	37.0	18.5	44.4	100.0
Madagascar	16	18.8	0.0	81.3	100.0
Maldives	129	48.8	29.5	21.7	100.0
Martinique	51	31.4	41.2	27.5	100.0
Phuket	30	0.0	13.3	86.7	100.0
Reunion	145	51.7	29.0	19.3	100.0
Seychelles	104	55.8	27.9	16.3	100.0
Thailand	140	5.0	21.4	73.6	100.0
Zanzibar	42	14.3	26.2	59.5	100.0
Others	380	28.2	23.2	48.7	100.0
All Islands	1,374	29.1	25.5	45.4	100.0

Table 24: Percentage distribution of tourists interviewed by rating Mauritius compared to last island destination with regard to hospitality, 2016

Last island visited	No. of parties	Comparison with regard to hospitality			
		Lower	Same	Higher	Total
Bali	104	7.7	55.8	36.5	100.0
Caribbean	76	1.3	28.9	69.7	100.0
Dominican Republic	103	2.9	29.1	68.0	100.0
Guadeloupe	54	0.0	16.7	83.3	100.0
Madagascar	16	0.0	25.0	75.0	100.0
Maldives	129	10.1	62.0	27.9	100.0
Martinique	51	0.0	23.5	76.5	100.0
Phuket	30	10.0	36.7	53.3	100.0
Reunion	145	4.1	52.4	43.4	100.0
Seychelles	104	2.9	48.1	49.0	100.0
Thailand	140	7.1	48.6	44.3	100.0
Zanzibar	42	4.8	31.0	64.3	100.0
Others	380	5.0	42.9	52.1	100.0
All Islands	1,374	4.9	43.4	51.7	100.0

Table 25: Percentage distribution of tourists interviewed by rating Mauritius compared to last island destination with regard to quality of environment, 2016

Last island visited	No. of parties	Comparison with regard to quality of environment			
		Lower	Same	Higher	Total
Bali	104	7.7	35.6	56.7	100.0
Caribbean	76	2.6	55.3	42.1	100.0
Dominican Republic	103	4.9	31.1	64.1	100.0
Guadeloupe	54	9.3	44.4	46.3	100.0
Madagascar	16	12.5	12.5	75.0	100.0
Maldives	129	26.4	51.9	21.7	100.0
Martinique	51	13.7	54.9	31.4	100.0
Phuket	30	6.7	10.0	83.3	100.0
Reunion	145	27.6	53.8	18.6	100.0
Seychelles	104	30.8	45.2	24.0	100.0
Thailand	140	5.0	38.6	56.4	100.0
Zanzibar	42	2.4	31.0	66.7	100.0
Others	380	12.6	40.3	47.1	100.0
All Islands	1,374	14.0	42.2	43.7	100.0

Table 26: Percentage distribution of tourists interviewed by rating Mauritius compared to last island destination with regard to quality of products, 2016

Last island visited	No. of parties	Comparison with regard to quality of products			
		Lower	Same	Higher	Total
Bali	104	8.7	52.9	38.5	100.0
Caribbean	76	3.9	61.8	34.2	100.0
Dominican Republic	103	4.9	48.5	46.6	100.0
Guadeloupe	54	3.7	61.1	35.2	100.0
Madagascar	16	0.0	18.8	81.3	100.0
Maldives	129	14.7	56.6	28.7	100.0
Martinique	51	9.8	68.6	21.6	100.0
Phuket	30	20.0	26.7	53.3	100.0
Reunion	145	10.3	77.2	12.4	100.0
Seychelles	104	2.9	54.8	42.3	100.0
Thailand	140	14.3	57.1	28.6	100.0
Zanzibar	42	4.8	28.6	66.7	100.0
Others	380	7.1	51.3	41.6	100.0
All Islands	1,374	8.4	55.3	36.2	100.0

Table 27: Percentage distribution of tourists interviewed by rating Mauritius compared to last island destination with regard to variety of products, 2016

Last island visited	No. of parties	Comparison with regard to variety of products			
		Lower	Same	Higher	Total
Bali	104	21.2	48.1	30.8	100.0
Caribbean	76	5.3	60.5	34.2	100.0
Dominican Republic	103	7.8	52.4	39.8	100.0
Guadeloupe	54	16.7	53.7	29.6	100.0
Madagascar	16	12.5	25.0	62.5	100.0
Maldives	129	14.0	43.4	42.6	100.0
Martinique	51	5.9	60.8	33.3	100.0
Phuket	30	36.7	26.7	36.7	100.0
Reunion	145	10.3	75.2	14.5	100.0
Seychelles	104	2.9	48.1	49.0	100.0
Thailand	140	33.6	47.1	19.3	100.0
Zanzibar	42	4.8	23.8	71.4	100.0
Others	380	12.6	43.4	43.9	100.0
All Islands	1,374	14.0	49.3	36.7	100.0

Table 28: Percentage distribution of tourists interviewed by rating Mauritius compared to last island destination with regard to level of security, 2016

Last island visited	No. of parties	Comparison with regard to level of security			
		Lower	Same	Higher	Total
Bali	104	6.7	42.3	51.0	100.0
Caribbean	76	3.9	38.2	57.9	100.0
Dominican Republic	103	1.9	21.4	76.7	100.0
Guadeloupe	54	1.9	27.8	70.4	100.0
Madagascar	16	0.0	6.3	93.8	100.0
Maldives	129	10.1	70.5	19.4	100.0
Martinique	51	3.9	41.2	54.9	100.0
Phuket	30	0.0	36.7	63.3	100.0
Reunion	145	5.5	80.0	14.5	100.0
Seychelles	104	5.8	66.3	27.9	100.0
Thailand	140	4.3	35.7	60.0	100.0
Zanzibar	42	0.0	28.6	71.4	100.0
Others	380	7.4	45.5	47.1	100.0
All Islands	1,374	5.5	47.6	46.9	100.0

Table 29: Percentage distribution of tourists interviewed by rating Mauritius compared to last island destination with regard to value for money, 2016

Last island visited	No. of parties	Comparison with regard to value for money			
		Lower	Same	Higher	Total
Bali	104	37.5	37.5	25.0	100.0
Caribbean	76	19.7	44.7	35.5	100.0
Dominican Republic	103	16.5	33.0	50.5	100.0
Guadeloupe	54	14.8	31.5	53.7	100.0
Madagascar	16	25.0	31.3	43.8	100.0
Maldives	129	15.5	45.7	38.8	100.0
Martinique	51	23.5	41.2	35.3	100.0
Phuket	30	53.3	16.7	30.0	100.0
Reunion	145	23.4	40.7	35.9	100.0
Seychelles	104	15.4	41.3	43.3	100.0
Thailand	140	46.4	33.6	20.0	100.0
Zanzibar	42	23.8	33.3	42.9	100.0
Others	380	19.7	38.4	41.8	100.0
All Islands	1,374	24.1	38.1	37.8	100.0

Table 30: Major places of interest visited by tourists interviewed, 2016

Place of interest	No. of parties
Chamarel - 7 coloured earths	2,510
Grand Bay	2,210
Ile aux Cerfs	2,144
Pamplemousses Bot. Garden	1,949
Port Louis Centre/Town	1,893
Grand Bassin	1,607
Port Louis Market	1,498
Chamarel Falls	1,361
Casela Bird Park	1,103
Tamarin Bay (Dolphins)	797
National Park of B.River Gorges	753
Flic en Flac	687
Mont Choisy Beach	643
Le Morne Brabant	631
Trou aux Cerfs	611
Blue Bay Beach	560
Trou aux Biches Beach	528
Vanilla Crocodile Park	383
Belle Mare Beach	353
Ile aux Benitiers	320

Table 31: Most appealing place of interest, 2016

Place of interest	No. of parties
Ile aux Cerfs	1,105
Chamarel - 7 coloured earths	621
Grand Bay	452
Pamplemousses Bot. Garden	425
Casela Bird Park	389

CONFIDENTIAL	Republic of Mauritius STATISTICS MAURITIUS SURVEY OF INBOUND VISITORS 2016	Serial No. <input style="width: 20px; height: 15px;" type="text"/>
Interviewer:		
Day & date of interview :	<input style="width: 20px; height: 15px;" type="text"/> <input style="width: 20px; height: 15px;" type="text"/> <small>d d m m y y y y</small>	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/bateau êtes-vous arrivé?*

(ii) By which flight/ship are you departing ? *Par quel vol/bateau 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 Q11**

FOR FIRST TIME VISITORS ONLY

8 How did you hear or read about Mauritius for the very first time? / *Où avez-vous lu ou entendu parler de l'île Maurice pour la première fois?*

Publicity in newspapers, magazines, films / <i>Publicité dans les journaux, magazines, films</i>	1
Visibility in consumer fairs / <i>Participation au salon du tourisme</i>	2
Adverts on Billboards, Cinema, Metro, Taxi, Bus / <i>Publicité sur billboard, au cinéma, stations de métro, taxi, bus</i>	3
Celebrity followers/Opinion leaders / <i>Adeptes des célébrités</i>	4
Friends & words of mouth / <i>Amis & de bouche à oreille</i>	5
Incentive trips organised by your employer / <i>Tours organisés par votre employeur</i>	6
Travel Agencies & Tour operators / <i>Agences de voyages et tours opérateurs</i>	7
Internet / <i>L'internet</i>	8
Other, specify / <i>Autre, spécifier</i>	9

9 (i) Have you been reading / looking for more information about Mauritius when planning for this trip? *Avez-vous cherché plus d'informations sur l'île Maurice lors de la planification de ce voyage?* Yes ... **1** No ... **2** **If No, go to Q10**

(ii) If yes, please state where did you look for information about Mauritius. *Si oui, veuillez mentionné où avez vous cherché.*

- 10 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)
- | | | | | | | | |
|--|-------|-------|-------|--|-------|-------|-------|
| 1 Tropical image / Image Tropicale | ... | ... | ... | 8 Accessibility / Accès facile | ... | ... | ... |
| 2 History & Culture / Histoire & Culture | ... | ... | ... | 9 Our people / La population | ... | ... | ... |
| 3 Price of the destination / Prix de la destination | ... | ... | ... | 10 Beaches / Plages | ... | ... | ... |
| 4 High standard of hotel / Haut niveau des hotels | ... | ... | ... | 11 Shopping / Achats | ... | ... | ... |
| 5 Suitable accom. in non-hotel/Logement approprié ailleurs | ... | ... | ... | 12 Ecotourism / Ecotourisme | ... | ... | ... |
| 6 Safe destination / Destination sûre | ... | ... | ... | 13 Other / Autre (Specify / Spécifier) | | | |
| 7 Sports (Specify / Spécifier) | | | | | | | |

11 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 / Résidence secondaire | | | 13 |
| Cultural event / Fête | ... | ... | 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 (specifier)..... | | | 17 |

12 (i) If you hadn't come here this time, where else do you think you would have been for these same holidays?
Si vous n'étiez pas venu cette fois ci, où seriez vous allé pour vos vacances?

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

- 13 When did you / Quand avez-vous :-
- | | | | |
|--|-----------------|----------------------|----------------------|
| (i) Decide on the trip? / Décidé de faire ce voyage? | Weeks ago | <input type="text"/> | <input type="text"/> |
| (ii) Make the booking? / Fait les réservations? | Weeks ago | <input type="text"/> | <input type="text"/> |

14 In which activities have you participated during your visit here?(multiple answers possible)
Veuillez mentionner les activités ou vous avez participé durant votre visite.

- | | | | | | | | | | | | |
|-----------------------------|-----|-----|----|------------------|-----|-----------------------|-----|----|-----------|-----|----|
| Casino | ... | ... | 1 | Cultural event | 2 | Shopping | ... | 3 | Golf | ... | 4 |
| Casino | | | | Fête | | Achats | | | Golf | | |
| Walk with lions | ... | ... | 5 | Kite surf | ... | Snorkelling | ... | 7 | Seakart | ... | 8 |
| Interactions avec les lions | | | | Kite surf | | Plongée en apnée | | | Seakart | | |
| Dolphin watch | ... | ... | 9 | Parasailing | 10 | Undersea walk | ... | 11 | Kayaking | ... | 12 |
| Voir les dophins | | | | Paravoile | | Marche sous l'eau | | | Kayak | | |
| Scuba diving | ... | ... | 13 | Big game fishing | ... | Zip lining | ... | 15 | Hiking | ... | 16 |
| Plongée sous-marine | | | | Pêche au gros | | Tyroliennes | | | Randonnée | | |
| Other sports | ... | ... | 17 | Spa | ... | Other (Specify) | ... | 19 | | | |
| Autres sports | | | | Spa | | Autre (Spécifier) | | | | | |

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

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

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

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

16 Are you on a package tour? / *Faites-vous partie d'un voyage à forfait?* Yes ... **1** No ... **2** **IF NO SKIP TO Q. 20**
(i.e Airfare + Accommodation + other services / c.à.d. Billet d'avion + Hébergement + autres prestations)

MODULE B

17 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? (Veuillez classer en ordre de visite)

(i) (ii) (iii)

18 (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'hôtel 2	Breakfast & Dinner/Petit déjeuner et dîner 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

19 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. 23

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

Currency Amount

21 (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:

22 Sleeping and meal arrangement:

Bed only	1
Bed & Breakfast	2
Half-board	3
Full-board	4
All inclusive	5
Free	6

23 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>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
(ii) Land transport / <i>Transport en commun</i>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
(iii) Car hire with driver/Location de voiture avec chauffeur	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
(iv) Car hire without driver/Location de voiture sans chauffeur	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
(v) Sightseeing / <i>Excursions</i>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
(vi) Sports & Recreation / <i>Loisirs</i>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
(vii) Shopping / <i>Achats</i>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
(viii) Others / <i>Autres</i>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Total	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

24 (i) Did you change part of your money into Mauritian rupees in your country prior to visiting Mauritius? Yes ... **1** No ... **2**
Avez vous changé une partie de votre argent en roupies mauricienne dans votre pays avant de venir à l'île Maurice?

(ii) If yes, please provide an estimate of amount changed in rupees Rs
Si oui, spécifiez le montant en roupies

25 (i) Did you make any payment directly in foreign currency in Mauritius? Yes ... 1 No ... 2
Avez-vous fait des paiements à l'île Maurice en devise étrangère?

(ii) If yes, state amount: Amount
Si oui, veuillez mentionner le montant: Amount
 i. on accommodation / *sur hébergement*
 ii. on others / *autres*

MODULE C

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

	Very Poor <i>Très mauvais</i>	Poor <i>Mauvais</i>	Satisfactory <i>Satisfaisant</i>	Good <i>Bon</i>	Excellent <i>Très bon</i>	Don't Know <i>Ne sais pas</i>
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
In 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

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

	Very Poor <i>Très mauvais</i>	Poor <i>Mauvais</i>	Satisfactory <i>Satisfaisant</i>	Good <i>Bon</i>	Excellent <i>Très bon</i>	Don't Know <i>Ne sais pas</i>
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

28 (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 Q29**

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

(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

29 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**

30 Are you likely to visit Mauritius again? / *Comptez-vous y revenir?* Yes ... 1 No ... 2
If yes, state when: / Si oui, veuillez indiquer quand:

31 Would you recommend Mauritius as a holiday destination to your friends and relatives? Yes ... 1 No ... 2
Recommanderiez-vous l'île Maurice comme une destination touristique à vos amis et proches?

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

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

(a)	<input type="text"/>
.....	
(b)	<input type="text"/>
.....	