

SURVEY OF INBOUND TOURISM, Year 2017

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Annex Survey Questionnaire

Introduction

This report presents the main results of the survey of Inbound Tourism for the year 2017. During the survey, data was collected from departing tourists at Sir Seewoosagur 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, 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 2017 as obtained from the Passport and Immigration Office.

Table 2 to 8 present the main findings of the survey.

Table 9 to 15 present the distribution of tourists interviewed by rating the price of some specific items.

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 16 to 36.

Table 37 to 44 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.

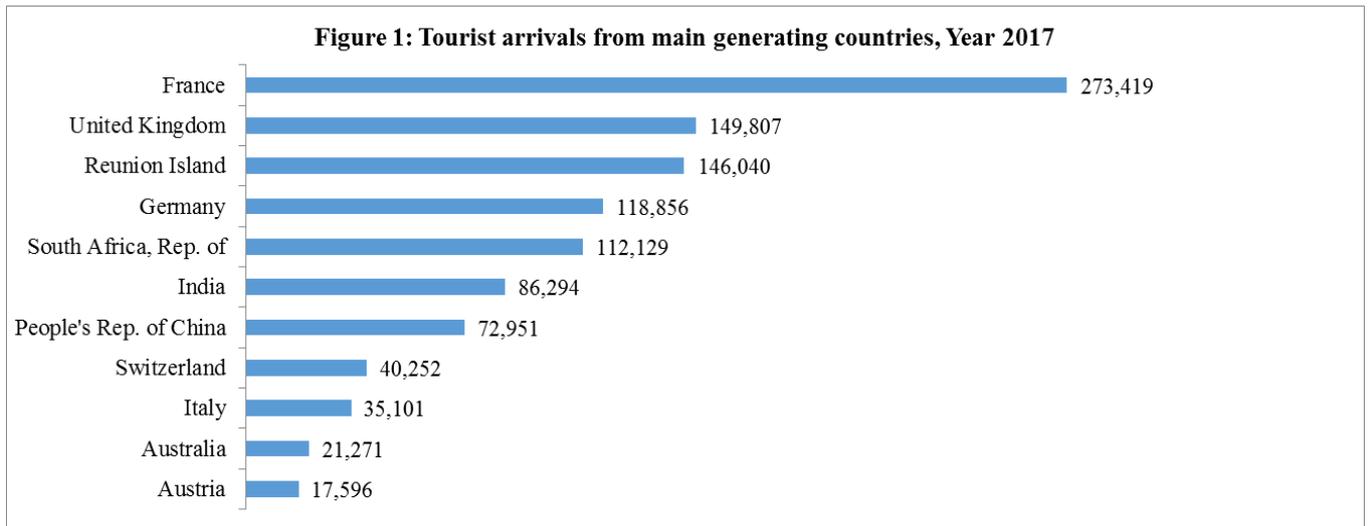
A list of major places of interest visited by tourists interviewed and the most appealing places of interest are given at Table 45 and Table 46 respectively.

Table 1: Distribution of parties and tourists by country of residence, Year 2017

Country of residence	Survey of Inbound Tourism				Actual no. of tourists departed (Passport and Immigration Office)	
	Parties		Tourists		No.	%
	No.	%	No.	%		
Europe	4,611	55.2	10,265	54.6	765,534	57.9
<i>of which:</i> France	1,531	18.3	3,463	18.4	268,929	20.4
Germany	765	9.2	1,642	8.7	114,967	8.7
Italy	194	2.3	430	2.3	33,636	2.5
Russia	27	0.3	53	0.3	10,836	0.8
Switzerland	201	2.4	433	2.3	39,515	3.0
United Kingdom	1,104	13.2	2,471	13.2	147,899	11.2
Africa	2,269	27.2	5,346	28.5	300,908	22.8
<i>of which:</i> Reunion	943	11.3	2,418	12.9	146,406	11.1
South Africa, Rep. of	1,065	12.8	2,456	13.1	111,367	8.4
Asia	1,219	14.6	2,665	14.2	207,408	15.7
<i>of which:</i> People's Rep. of China	398	4.8	907	4.8	72,770	5.5
India	587	7.0	1,292	6.9	85,212	6.4
United Arab Emirates	46	0.6	98	0.5	11,824	0.9
Oceania	111	1.3	231	1.2	22,560	1.7
<i>of which:</i> Australia	107	1.3	223	1.2	20,975	1.6
America	137	1.6	280	1.5	24,030	1.8
<i>of which:</i> USA	49	0.6	85	0.5	9,423	0.7
Not stated	-	-	-	-	700	0.1
Total	8,347	100.0	18,787	100.0	1,321,140	100.0

1. Main findings

		Year 2017	1st quarter	2nd quarter	3rd quarter	4th quarter
Purpose of visit	% distribution by main purpose of visit :					
	Holiday	80.4	85.5	80.2	76.8	78.4
	Honeymoon	12.3	7.8	13.2	13.8	14.8
	Business	3.3	3.1	3.7	3.1	3.2
	Visiting friends and relatives	1.0	1.3	0.5	1.5	0.7
	Other	3.0	2.3	2.4	4.7	2.9
	Total	100.0	100.0	100.0	100.0	100.0
Tours	The proportion (%) of tourists travelling on a package tour was :	63.1	54.5	68.6	64.5	66.2
Party size	The average party size was :	2.1	2.1	2.2	2.2	2.0
Accommodation	% distribution by type of accommodation:					
	Hotel	79.6	75.5	83.8	79.5	80.6
	Tourist residence	8.5	9.5	7.2	8.1	9.0
	Guest house	5.0	6.1	4.2	4.9	4.5
	Friends and relatives	5.8	6.8	4.0	6.8	5.2
	Other	1.1	2.1	0.8	0.7	0.6
	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 :	10.3	10.8	9.9	11.0	9.7
Expenditure	The average expenditure (Rs) was :					
	Per tourist	45,518	44,719	44,873	44,377	47,799
	Per night	4,409	4,149	4,526	4,046	4,948
Appreciation of visit	% distribution of evaluation of visit:					
	Beyond expectation	21.9	20.9	26.5	20.2	20.8
	As expected	75.6	76.3	71.3	77.2	77.1
	Below expectation	2.3	2.8	2.2	2.3	2.0
	Not Stated	0.1	0.0	0.0	0.2	0.1
	Total	100.0	100.0	100.0	100.0	100.0
Return visit	The proportion (%) of tourists who visited Mauritius before was :	33.3	41.2	30.0	31.4	29.4



Source: Passport & Immigration Office

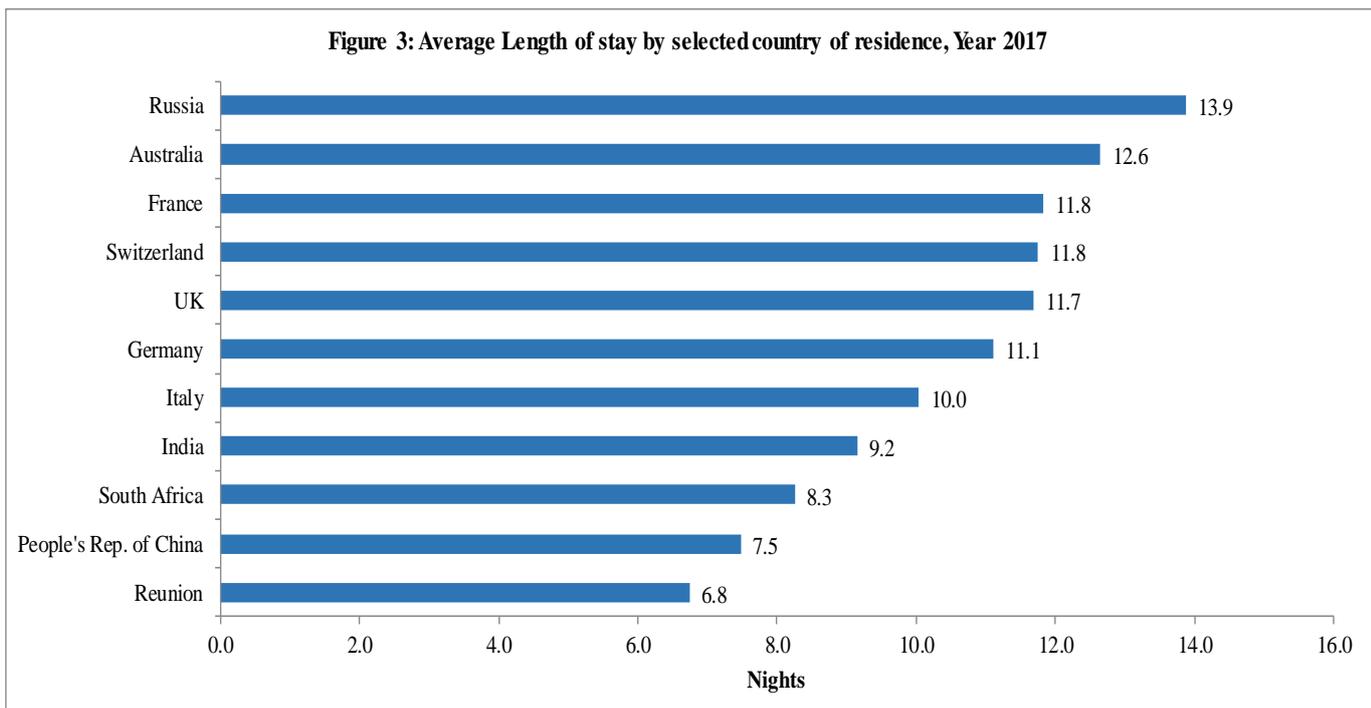
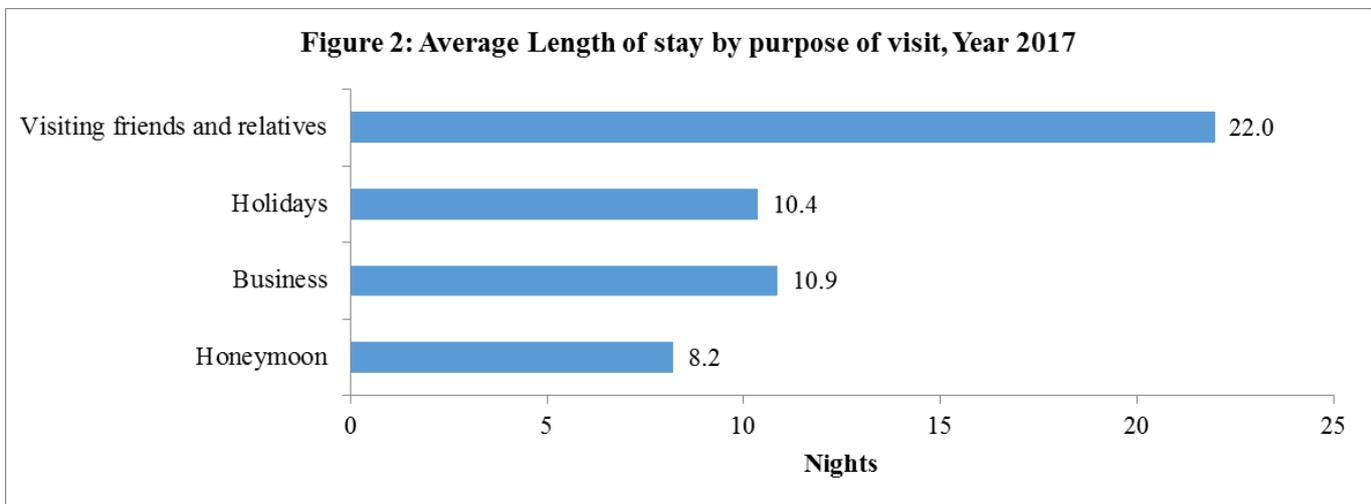


Figure 4: Average expenditure (Rs) per tourist by selected country of residence, Year 2017

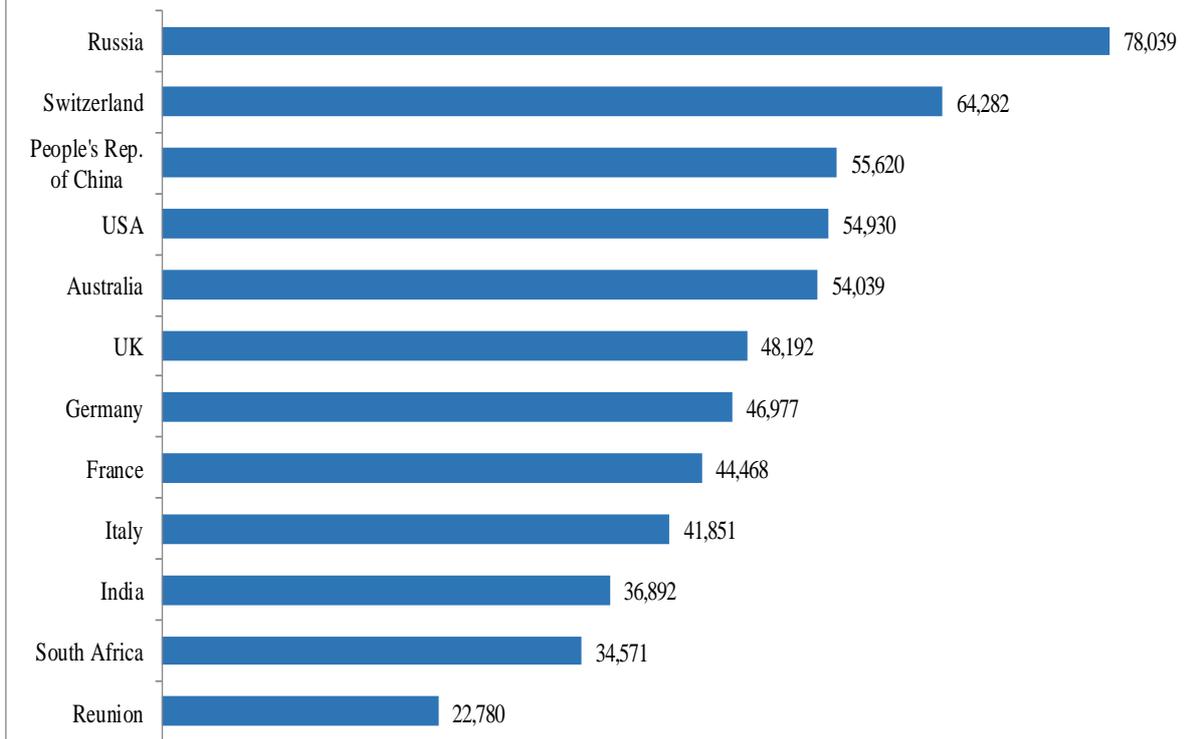


Figure 5: Group composition, Year 2017

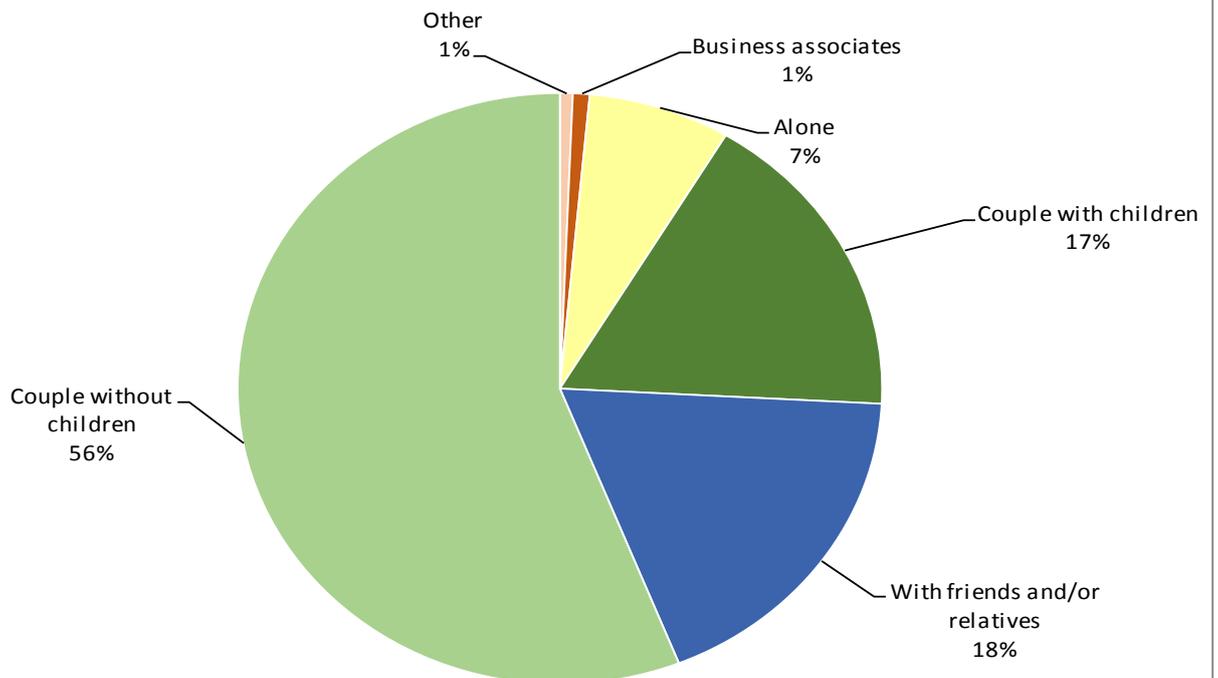


Figure 6: Distribution of first time tourists by influencing factor, Year 2017

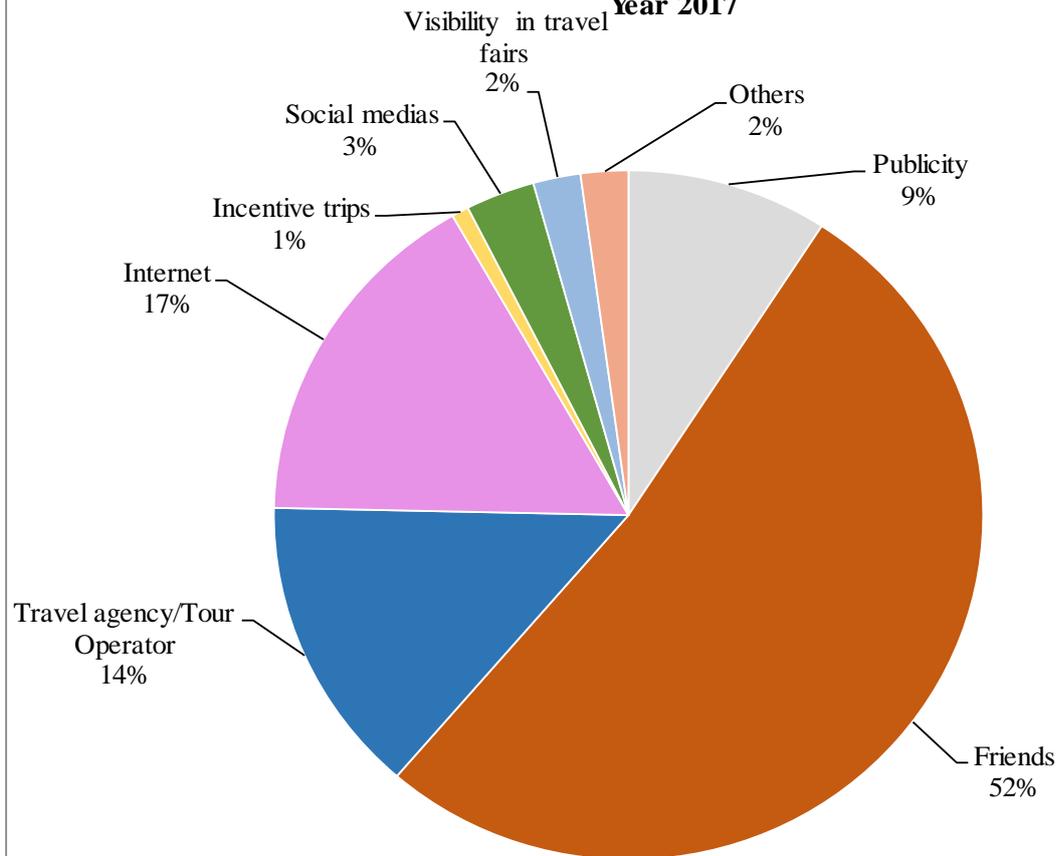
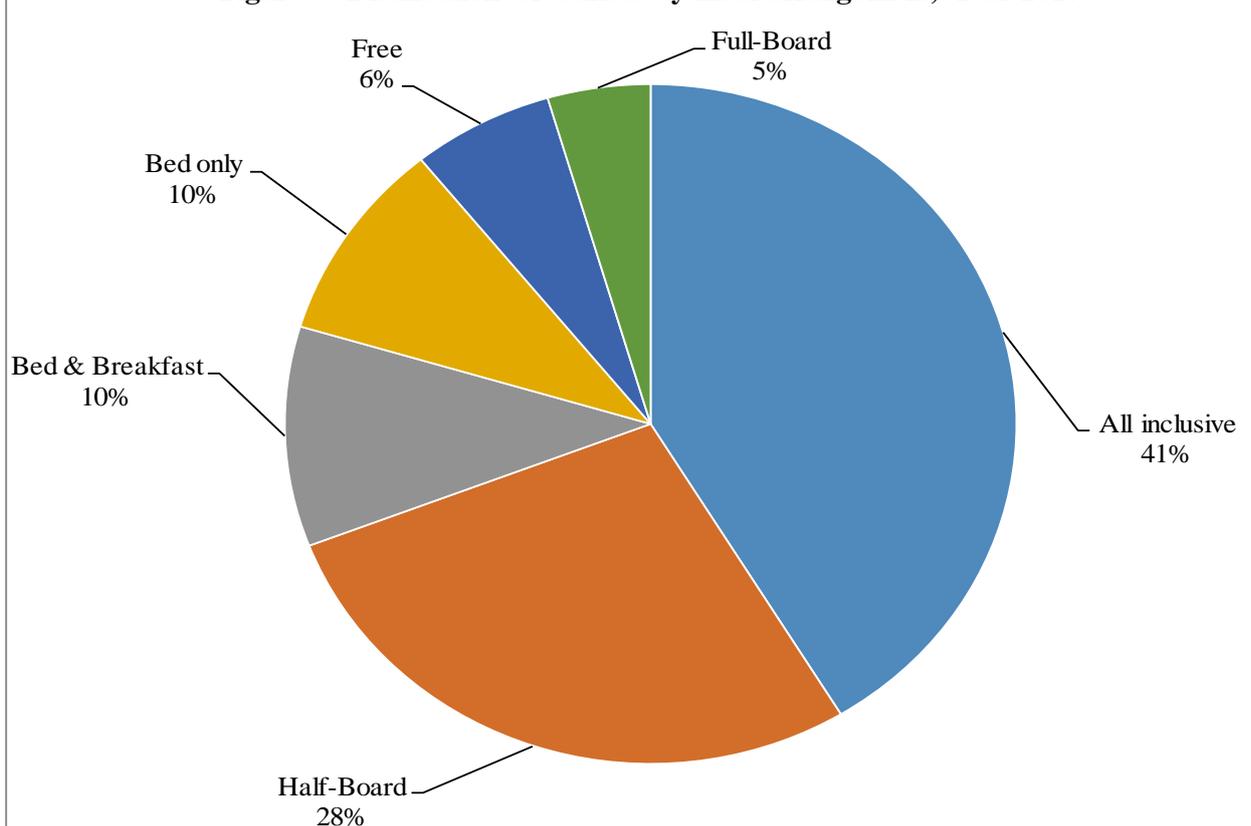


Figure 7: Distribution of tourists by meal arrangement, Year 2017



2. Tourist perception on price/products/services

The respondents were asked to rate the price charged for services in the scale of 1 to 3 with '1' being expensive and '3' low and 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 Rating of prices

Most of the tourists interviewed (60.4%) found the price of airfare to be reasonable, 25.4% evaluated it as expensive and 2.4% rated it as low.

For accommodation, 64.3% of respondents found the price reasonable against 17.1% rating it as expensive.

As regard to food, water/soft drinks and alcoholic drinks, 62.6%, 60.4% and 50.7% of the tourists interviewed respectively found the price reasonable.

The price charged by taxi was viewed as reasonable by 52.8% of the tourists interviewed against 18.1% finding it expensive and 2.6% qualifying the rate practised as low.

For sightseeing and excursions, the price charged was viewed as reasonable by 65.6 % of respondents against 13.8% rating it as expensive.

2.2 Rating of services

Around 96% of the tourists interviewed expressed their satisfaction for services offered on board their flights compared to 4% who were not satisfied.

On the whole, tourists highly appreciated the services offered at the airport. Some 61.4% of them have rated such services as "good" and another 27.1%, as "excellent".

9 out of 10 tourists rated the accommodation services offered to them as high (good or excellent), compared to some 1% who rated the services as poor.

Some 80% of all tourists interviewed expressed their satisfaction for services offered by tour operators/organisers, while 78% were satisfied with the taxi services made available to them.

The majority (87%) of the tourists interviewed rated restaurant and food services as satisfactory, good or excellent compared to 1% who did not enjoy it at all.

As regards for nautical and land based operator, 76% and 78% of tourists interviewed respectively expressed their satisfaction.

2.3 Level of security

Around 89% of the tourists who stayed mainly in hotels perceived the level of security there as high (good or excellent) compared to 78% for those staying in non-hotel accommodations.

75% of tourists interviewed 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 93% of tourists against less than 1% 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 93% of tourists.

2.4 State of Environment

According to 86% of respondents, the state of environment on beaches was good or excellent while 3% rated it as poor.

As regards to state of environment of lagoons, public places and tourist sites, 81%, 76% and 83% 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 94% 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, 9% were satisfied and 2% rated it as poor.

2.5 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 44% 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 33% and of the same standard by 58% whilst 9% considered the quality to be lower than those of the other islands visited. As regards to the variety of products available in Mauritius 89% found that there were same or more varieties of products available in Mauritius.

With regard to the quality of the environment 85% rated the state of environment same or higher compared to the last island visited.

Around 41% found Mauritians to be more hospitable than the population of the last island resorts they have visited and 53% did not find any significant difference in the levels of hospitality. It is worth pointing out that only 6% 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 2017. 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.

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 36 questions (*see Annex*), including opinion questions on rating of prices, services, 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 2016. 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 8,347 interviews was conducted during the year 2017, covering 18,787 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 2017. 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 2017, 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.

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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September 2018**

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Table 2: Percentage distribution of tourists by country of residence and travel arrangement, Year 2017

Country of Residence		Package	Non-Package	Total
Europe		65.9	34.1	100.0
<i>of which:</i>	France	58.0	42.0	100.0
	Germany	74.2	25.8	100.0
	Italy	63.3	36.7	100.0
	Russia	39.2	60.8	100.0
	Switzerland	65.9	34.1	100.0
	United Kingdom	78.2	21.8	100.0
Africa		54.5	45.5	100.0
<i>of which:</i>	Reunion	47.2	52.8	100.0
	South Africa, Rep. of	71.7	28.3	100.0
Asia		71.4	28.6	100.0
<i>of which:</i>	People's Rep. of China	77.7	22.3	100.0
	India	80.0	20.0	100.0
	United Arab Emirates	35.9	64.1	100.0
Oceania		30.8	69.2	100.0
<i>of which:</i>	Australia	29.5	70.5	100.0
America		38.1	61.9	100.0
<i>of which:</i>	United States	28.6	71.4	100.0
Total		63.1	36.9	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, Year 2017

Country of Residence		Package	Non-Package	Total
Europe		10.1	13.9	11.4
<i>of which:</i>	France	8.8	16.1	11.8
	Germany	11.3	10.5	11.1
	Italy	8.8	12.1	10.0
	Russia	13.1	14.4	13.9
	Switzerland	11.4	12.5	11.8
	United Kingdom	11.0	14.0	11.7
Africa		6.4	10.2	8.1
<i>of which:</i>	Reunion	5.5	7.8	6.8
	South Africa, Rep. of	7.0	11.6	8.3
Asia		6.9	14.8	9.1
<i>of which:</i>	People's Rep. of China	6.4	11.3	7.5
	India	7.2	17.1	9.2
	United Arab Emirates	6.5	6.4	6.5
Oceania		10.3	13.6	12.6
<i>of which:</i>	Australia	10.3	13.6	12.6
America		8.3	12.0	10.6
<i>of which:</i>	United States	9.5	8.9	9.1
Total		8.8	12.9	10.3

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, Year 2017

Purpose of visit	% of tourists
Holiday	80.4
Honeymoon	12.3
Business	3.3
Visiting friends/ relatives	1.0
To get married	0.3
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, Year 2017

Type of accommodation	% of tourists
Hotel	79.6
Guest House	5.0
In own villas/houses/bungalow/IRS	0.8
Tourist residence	8.5
With friends/ relatives	5.8
Other	0.3
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, Year 2017

Country of Residence	Hotel	Non-hotel	Total
Europe	81.0	19.0	100.0
<i>of which:</i> France	71.0	29.0	100.0
Germany	85.8	14.2	100.0
Italy	85.5	14.5	100.0
Russia	56.4	43.6	100.0
Switzerland	88.5	11.5	100.0
United Kingdom	88.6	11.4	100.0
Africa	71.4	28.6	100.0
<i>of which:</i> Reunion	66.6	33.4	100.0
South Africa, Rep. of	83.7	16.3	100.0
Asia	89.1	10.9	100.0
<i>of which:</i> People's Rep. of China	92.5	7.5	100.0
India	91.9	8.1	100.0
United Arab Emirates	86.1	13.9	100.0
Oceania	64.6	35.4	100.0
<i>of which:</i> Australia	63.7	36.3	100.0
America	73.8	26.2	100.0
<i>of which:</i> United States	62.2	37.8	100.0
Total	79.6	20.4	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), Year 2017

	Hotel	Non-hotel	All tourists
a. Average party size	2.2	1.9	2.1
b. Average length of stay (nights)	8.8	16.4	10.3
c. Travel arrangement (%)			
<i>Package</i>	77.6	6.2	63.1
<i>Non-package</i>	22.4	93.8	36.9
Total	100.0	100.0	100.0
d. Purpose of visit (%)			
<i>Holiday</i>	79.6	83.4	80.4
<i>Honeymoon</i>	15.1	1.2	12.3
<i>Business</i>	2.9	4.6	3.3
<i>Visiting friends/relatives</i>	0.1	4.7	1.0
<i>To get married</i>	0.3	0.1	0.3
<i>Other</i>	2.0	6.0	2.8
Total	100.0	100.0	100.0
e. Expenditure (Rs)			
<i>Average expenditure per tourist</i>	47,727	36,875	45,518
<i>Average expenditure per tourist per night</i>	5,447	2,243	4,409

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, Year 2017

Country of Residence	1 st Semester 2017		2 nd Semester 2017		Year 2017	
	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	48,612	4,167	47,778	4,267	48,190	4,216
<i>of which:</i> France	44,904	3,753	44,000	3,768	44,468	3,760
Germany	47,632	4,154	46,401	4,298	46,977	4,229
Italy	37,502	3,787	46,178	4,539	41,851	4,169
Russia	74,074	5,277	85,916	6,348	78,039	5,627
Switzerland	65,453	5,378	63,226	5,555	64,282	5,468
United Kingdom	50,200	4,209	46,678	4,058	48,192	4,124
Africa	31,511	3,914	31,238	3,788	31,376	3,852
<i>of which:</i> Reunion	22,551	3,281	23,062	3,489	22,780	3,372
South Africa, Rep. of	36,213	4,386	33,140	4,008	34,571	4,184
Asia	49,454	5,543	57,855	6,185	53,553	5,864
<i>of which:</i> People's Rep. of China	50,080	6,836	61,672	8,047	55,620	7,428
India	36,152	4,105	37,755	3,942	36,892	4,026
United Arab Emirates	39,478	7,055	65,141	9,025	53,027	8,218
Oceania	46,017	3,358	60,614	5,187	53,914	4,275
<i>of which:</i> Australia	45,961	3,337	60,903	5,208	54,039	4,272
America	50,772	4,895	69,137	6,418	60,255	5,696
<i>of which:</i> United States	49,631	5,561	59,332	6,453	54,930	6,055
Total	44,787	4,308	46,246	4,510	45,518	4,409

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, Year 2017

Country of Residence	1 st Semester 2017			2 nd Semester 2017			Year 2017		
	Package Rs	Non Package Rs	Total Rs	Package Rs	Non Package Rs	Total Rs	Package Rs	Non Package Rs	Total Rs
Europe	4,767	3,426	4,167	4,745	3,495	4,267	4,756	3,457	4,216
<i>of which:</i> France	5,167	2,752	3,753	5,107	2,692	3,768	5,137	2,724	3,760
Germany	4,251	3,888	4,154	4,324	4,206	4,298	4,290	4,038	4,229
Italy	4,624	2,966	3,787	5,062	3,699	4,539	4,870	3,288	4,169
Russia	7,138	4,402	5,277	2,904	9,469	6,348	5,364	5,782	5,627
Switzerland	5,136	5,729	5,378	5,949	4,702	5,555	5,579	5,272	5,468
United Kingdom	4,416	3,606	4,209	4,370	3,188	4,058	4,390	3,369	4,124
Africa	4,587	3,458	3,914	4,928	2,843	3,788	4,767	3,164	3,852
<i>of which:</i> Reunion	3,903	2,898	3,281	4,352	2,926	3,489	4,104	2,910	3,372
South Africa, Rep. of	4,904	3,666	4,386	4,870	2,584	4,008	4,885	3,115	4,184
Asia	6,515	4,598	5,543	7,836	3,900	6,185	7,229	4,282	5,864
<i>of which:</i> People's Rep. of China	8,911	4,755	6,836	7,985	8,363	8,047	8,341	5,621	7,428
India	5,223	2,072	4,105	5,088	2,189	3,942	5,160	2,131	4,026
United Arab Emirates	7,890	6,745	7,055	7,350	10,257	9,025	7,516	8,615	8,218
Oceania	4,180	3,209	3,358	9,454	2,908	5,187	7,847	3,078	4,275
<i>of which:</i> Australia	4,263	3,178	3,337	9,829	2,908	5,208	8,125	3,060	4,272
America	7,363	3,564	4,895	7,424	6,076	6,418	7,390	4,972	5,696
<i>of which:</i> United States	6,857	4,333	5,561	11,396	5,609	6,453	8,087	5,193	6,055
Total	5,005	3,595	4,308	5,295	3,470	4,510	5,158	3,537	4,409

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, Year 2017

Country of residence	Accommodation	Meals & Beverages	Local Transport	Sightseeing	Entertainment & Recreation	Shopping	Other	Total
Europe	64.7	10.5	4.1	7.5	3.2	6.5	3.4	100.0
<i>of which:</i> France	59.1	13.5	4.4	7.9	3.4	7.9	3.7	100.0
Germany	68.8	8.1	4.3	7.9	3.1	4.6	3.2	100.0
Italy	67.6	8.0	4.3	8.1	2.1	7.5	2.4	100.0
Russia	49.6	10.6	3.2	6.4	7.5	19.7	2.9	100.0
Switzerland	68.3	9.3	3.5	9.6	2.3	4.7	2.3	100.0
United Kingdom	70.8	7.7	3.9	6.4	3.2	5.2	2.7	100.0
Africa	54.0	12.0	5.3	5.7	4.0	14.3	4.7	100.0
<i>of which:</i> Reunion	49.6	14.1	6.3	6.2	2.6	17.6	3.6	100.0
South Africa, Rep. of	64.4	8.7	4.4	5.7	5.9	7.8	3.0	100.0
Asia	58.2	10.2	4.7	9.2	4.3	11.4	2.1	100.0
<i>of which:</i> People's Rep. of China	58.5	9.3	5.0	9.5	4.4	11.4	2.0	100.0
India	55.5	9.0	5.3	11.5	6.2	11.1	1.4	100.0
United Arab Emirates	67.7	9.0	6.0	5.5	2.5	7.5	1.7	100.0
Oceania	55.2	9.2	3.4	12.0	6.9	9.7	3.6	100.0
<i>of which:</i> Australia	55.1	9.2	3.3	12.1	6.9	9.7	3.7	100.0
America	67.6	9.9	5.1	5.4	2.4	6.3	3.2	100.0
<i>of which:</i> United States	67.1	12.0	4.9	5.5	2.1	5.9	2.4	100.0
Total	61.7	10.6	4.4	7.6	3.6	8.7	3.4	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 price charged for airfare, Year 2017

Country of residence	No. of parties	Rating of price charged for airfare				
		Expensive	Reasonable	Low	Don't Know	Total
Europe	4,590	22.0	62.4	2.4	13.2	100.0
<i>of which:</i> France	1,526	31.7	53.0	1.2	14.1	100.0
Germany	760	13.0	73.7	4.2	9.1	100.0
Italy	192	12.0	75.0	1.6	11.5	100.0
Russia	27	25.9	66.7	3.7	3.7	100.0
Switzerland	201	24.4	60.2	3.5	11.9	100.0
United Kingdom	1,099	15.8	66.1	1.7	16.4	100.0
Africa	2,260	33.1	55.1	1.9	10.0	100.0
<i>of which:</i> Reunion	941	44.4	48.2	2.3	5.0	100.0
South Africa, Rep. of	1,061	21.7	63.3	1.5	13.5	100.0
Asia	1,213	24.2	62.3	2.8	10.6	100.0
<i>of which:</i> People's Rep. of China	394	17.3	68.0	3.8	10.9	100.0
India	585	29.4	59.0	0.2	11.5	100.0
United Arab Emirates	46	15.2	65.2	13.0	6.5	100.0
Oceania	110	21.8	63.6	7.3	7.3	100.0
<i>of which:</i> Australia	106	22.6	64.2	7.5	5.7	100.0
America	135	24.4	63.7	4.4	7.4	100.0
<i>of which:</i> USA	48	14.6	70.8	8.3	6.3	100.0
Total	8,308	25.4	60.4	2.4	11.8	100.0

Table 10: Percentage distribution of tourists interviewed by country of residence and rating of price charged for accommodation, Year 2017

Country of residence	No. of parties	Rating of price charged for accommodation				
		Expensive	Reasonable	Low	Don't Know	Total
Europe	4,590	16.1	65.4	1.8	16.8	100.0
<i>of which:</i> France	1,526	17.6	60.9	1.2	20.3	100.0
Germany	760	12.6	73.4	3.0	10.9	100.0
Italy	192	9.9	74.0	3.1	13.0	100.0
Russia	27	7.4	85.2	3.7	3.7	100.0
Switzerland	201	23.9	59.2	2.5	14.4	100.0
United Kingdom	1,098	13.1	66.7	0.8	19.4	100.0
Africa	2,261	16.3	62.6	1.2	19.9	100.0
<i>of which:</i> Reunion	941	16.9	63.9	1.7	17.5	100.0
South Africa, Rep. of	1,062	15.1	62.9	0.7	21.4	100.0
Asia	1,212	21.9	63.4	1.8	12.9	100.0
<i>of which:</i> People's Rep. of China	394	15.7	70.6	2.8	10.9	100.0
India	584	24.7	61.0	0.3	14.0	100.0
United Arab Emirates	46	15.2	69.6	6.5	8.7	100.0
Oceania	110	17.3	61.8	0.9	20.0	100.0
<i>of which:</i> Australia	106	17.9	62.3	0.9	18.9	100.0
America	135	20.7	62.2	3.0	14.1	100.0
<i>of which:</i> USA	48	8.3	68.8	6.3	16.7	100.0
Total	8,308	17.1	64.3	1.6	17.0	100.0

Table 11: Percentage distribution of tourists interviewed by country of residence and rating of price charged for food, Year 2017

Country of residence	No. of parties	Rating of price charged for food				
		Expensive	Reasonable	Low	Don't Know	Total
Europe	4,589	17.5	64.6	3.8	14.1	100.0
<i>of which:</i> France	1,526	16.0	69.8	3.6	10.6	100.0
Germany	760	16.2	66.8	4.6	12.4	100.0
Italy	192	13.5	68.8	5.2	12.5	100.0
Russia	27	25.9	63.0	3.7	7.4	100.0
Switzerland	201	23.4	53.7	9.0	13.9	100.0
United Kingdom	1,097	17.0	60.1	1.2	21.7	100.0
Africa	2,262	23.6	63.6	1.9	10.9	100.0
<i>of which:</i> Reunion	941	13.6	76.2	3.1	7.1	100.0
South Africa, Rep. of	1,063	32.4	51.2	0.8	15.6	100.0
Asia	1,214	39.8	52.6	1.6	6.0	100.0
<i>of which:</i> People's Rep. of China	394	24.4	66.5	2.8	6.3	100.0
India	586	53.1	42.0	0.3	4.6	100.0
United Arab Emirates	46	8.7	78.3	4.3	8.7	100.0
Oceania	110	19.1	69.1	3.6	8.2	100.0
<i>of which:</i> Australia	106	19.8	67.9	3.8	8.5	100.0
America	135	21.5	60.7	4.4	13.3	100.0
<i>of which:</i> USA	48	16.7	70.8	6.3	6.3	100.0
Total	8,310	22.5	62.6	3.0	12.0	100.0

Table 12: Percentage distribution of tourists interviewed by country of residence and rating of price charged for water, soft drinks, Year 2017

Country of residence	No. of parties	Rating of price charged for water, soft drinks				
		Expensive	Reasonable	Low	Don't Know	Total
Europe	4,589	18.9	62.9	3.6	14.6	100.0
<i>of which:</i> France	1,526	18.6	66.9	3.2	11.3	100.0
Germany	760	18.8	63.3	4.2	13.7	100.0
Italy	192	14.1	68.8	4.7	12.5	100.0
Russia	27	22.2	66.7	3.7	7.4	100.0
Switzerland	201	23.4	56.7	7.0	12.9	100.0
United Kingdom	1,097	18.0	58.6	1.2	22.2	100.0
Africa	2,262	26.4	61.1	1.6	10.8	100.0
<i>of which:</i> Reunion	941	18.0	72.1	2.4	7.5	100.0
South Africa, Rep. of	1,063	33.5	50.4	0.8	15.3	100.0
Asia	1,214	43.7	48.7	1.2	6.5	100.0
<i>of which:</i> People's Rep. of China	394	28.2	63.2	1.8	6.9	100.0
India	586	58.7	36.2	0.2	4.9	100.0
United Arab Emirates	46	10.9	73.9	4.3	10.9	100.0
Oceania	110	15.5	70.0	4.5	10.0	100.0
<i>of which:</i> Australia	106	16.0	69.8	4.7	9.4	100.0
America	135	22.2	61.5	3.7	12.6	100.0
<i>of which:</i> USA	48	18.8	68.8	6.3	6.3	100.0
Total	8,310	24.6	60.4	2.7	12.3	100.0

Table 13: Percentage distribution of tourists interviewed by country of residence and rating of price charged for alcoholic drinks, Year 2017

Country of residence	No. of parties	Rating of price charged for alcoholic drinks				
		Expensive	Reasonable	Low	Don't Know	Total
Europe	4,589	22.6	54.8	2.2	20.3	100.0
<i>of which:</i> France	1,526	22.7	58.5	1.8	17.1	100.0
Germany	760	24.5	54.6	2.1	18.8	100.0
Italy	192	19.8	54.2	4.7	21.4	100.0
Russia	27	33.3	44.4	3.7	18.5	100.0
Switzerland	201	26.9	51.2	2.5	19.4	100.0
United Kingdom	1,097	20.6	52.0	1.1	26.3	100.0
Africa	2,262	31.6	47.6	0.7	20.1	100.0
<i>of which:</i> Reunion	941	21.6	59.1	1.0	18.4	100.0
South Africa, Rep. of	1,063	40.5	37.9	0.4	21.3	100.0
Asia	1,214	31.1	40.1	1.2	27.5	100.0
<i>of which:</i> People's Rep. of China	394	22.1	53.0	2.0	22.8	100.0
India	586	40.3	31.1	0.5	28.2	100.0
United Arab Emirates	46	6.5	56.5	4.3	32.6	100.0
Oceania	110	21.8	59.1	7.3	11.8	100.0
<i>of which:</i> Australia	106	22.6	58.5	7.5	11.3	100.0
America	135	26.7	52.6	3.7	17.0	100.0
<i>of which:</i> USA	48	18.8	62.5	4.2	14.6	100.0
Total	8,310	26.4	50.7	1.8	21.1	100.0

Table 14: Percentage distribution of tourists interviewed by country of residence and rating of price charged for taxi, Year 2017

Country of residence	No. of parties	Rating of price charged for taxi				
		Expensive	Reasonable	Low	Don't Know	Total
Europe	4,590	13.1	56.5	3.6	26.8	100.0
<i>of which:</i> France	1,526	15.2	57.3	2.1	25.4	100.0
Germany	760	10.7	61.2	6.1	22.1	100.0
Italy	192	9.4	59.9	2.6	28.1	100.0
Russia	27	18.5	63.0	3.7	14.8	100.0
Switzerland	201	11.9	50.7	6.0	31.3	100.0
United Kingdom	1,098	10.2	56.7	1.5	31.6	100.0
Africa	2,261	22.3	52.1	1.3	24.3	100.0
<i>of which:</i> Reunion	940	18.6	59.8	1.5	20.1	100.0
South Africa, Rep. of	1,063	23.9	47.1	0.8	28.1	100.0
Asia	1,214	29.5	40.8	1.4	28.3	100.0
<i>of which:</i> People's Rep. of China	394	21.6	50.0	2.5	25.9	100.0
India	586	34.8	33.8	0.9	30.5	100.0
United Arab Emirates	46	23.9	56.5	2.2	17.4	100.0
Oceania	110	10.0	56.4	0.0	33.6	100.0
<i>of which:</i> Australia	106	10.4	54.7	0.0	34.9	100.0
America	135	23.0	45.9	2.2	28.9	100.0
<i>of which:</i> USA	48	16.7	45.8	4.2	33.3	100.0
Total	8,310	18.1	52.8	2.6	26.5	100.0

Table 15: Percentage distribution of tourists interviewed by country of residence and rating of price charged for sightseeing & excursions, Year 2017

Country of residence	No. of parties	Rating of price charged for sightseeing & excursions				
		Expensive	Reasonable	Low	Don't Know	Total
Europe	4,590	12.6	70.6	2.0	14.8	100.0
<i>of which:</i> France	1,526	15.5	69.1	1.2	14.2	100.0
Germany	760	9.2	77.8	2.5	10.5	100.0
Italy	192	17.2	67.2	3.6	12.0	100.0
Russia	27	18.5	63.0	3.7	14.8	100.0
Switzerland	201	11.4	72.1	1.5	14.9	100.0
United Kingdom	1,098	8.7	69.0	1.5	20.7	100.0
Africa	2,261	12.9	57.7	0.9	28.5	100.0
<i>of which:</i> Reunion	940	11.6	58.3	0.9	29.3	100.0
South Africa, Rep. of	1,063	14.6	58.2	0.7	26.5	100.0
Asia	1,214	21.2	62.2	1.4	15.2	100.0
<i>of which:</i> People's Rep. of China	394	9.1	74.6	3.0	13.2	100.0
India	586	31.4	54.8	0.7	13.1	100.0
United Arab Emirates	46	6.5	71.7	0.0	21.7	100.0
Oceania	110	4.5	61.8	0.0	33.6	100.0
<i>of which:</i> Australia	106	4.7	63.2	0.0	32.1	100.0
America	135	12.6	61.5	0.7	25.2	100.0
<i>of which:</i> USA	48	10.4	60.4	0.0	29.2	100.0
Total	8,310	13.8	65.6	1.6	19.0	100.0

Table 16: Percentage distribution of tourists interviewed by country of residence and rating of on board flight services, Year 2017

Country of residence	No. of parties	Rating of on board flight services						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	4,589	0.9	3.7	17.7	49.1	28.6	0.1	100.0
<i>of which:</i> France	1,525	0.9	3.1	23.6	45.1	27.3	0.1	100.0
Germany	760	0.9	4.7	15.3	56.1	22.8	0.3	100.0
Italy	192	3.1	8.9	20.8	47.4	19.3	0.5	100.0
Russia	27	3.7	3.7	7.4	66.7	18.5	0.0	100.0
Switzerland	201	0.0	4.5	10.9	48.8	35.8	0.0	100.0
United Kingdom	1,098	0.7	2.9	14.8	48.0	33.5	0.0	100.0
Africa	2,261	0.6	2.7	17.4	59.2	19.9	0.2	100.0
<i>of which:</i> Reunion	940	0.5	3.3	25.1	59.5	11.4	0.2	100.0
South Africa, Rep. of	1,063	0.7	2.4	10.8	60.2	25.8	0.1	100.0
Asia	1,214	0.7	2.7	16.1	61.0	18.4	1.1	100.0
<i>of which:</i> People's Rep. of China	394	0.3	3.8	15.7	60.9	16.0	3.3	100.0
India	586	1.4	2.0	16.6	62.8	17.2	0.0	100.0
United Arab Emirates	46	0.0	2.2	6.5	41.3	50.0	0.0	100.0
Oceania	110	0.9	3.6	14.5	60.9	20.0	0.0	100.0
<i>of which:</i> Australia	106	0.9	3.8	15.1	60.4	19.8	0.0	100.0
America	135	1.5	0.7	17.8	51.1	28.1	0.7	100.0
<i>of which:</i> USA	48	0.0	0.0	14.6	58.3	27.1	0.0	100.0
Total	8,309	0.8	3.2	17.3	53.8	24.6	0.3	100.0

Table 17: Percentage distribution of tourists interviewed by country of residence and rating of airport services, Year 2017

Country of residence	No. of parties	Rating of airport services						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	4,588	0.3	1.3	9.4	58.8	29.9	0.3	100.0
<i>of which:</i> France	1,525	0.4	1.2	13.2	53.3	31.8	0.1	100.0
Germany	759	0.4	0.5	6.3	66.8	25.3	0.7	100.0
Italy	192	0.0	1.0	12.0	62.0	22.9	2.1	100.0
Russia	27	0.0	3.7	3.7	77.8	14.8	0.0	100.0
Switzerland	201	0.0	1.0	7.5	56.7	34.8	0.0	100.0
United Kingdom	1,098	0.4	2.1	8.4	57.2	32.0	0.0	100.0
Africa	2,260	0.3	1.2	10.8	62.6	25.0	0.1	100.0
<i>of which:</i> Reunion	940	0.1	0.6	15.9	66.4	16.8	0.2	100.0
South Africa, Rep. of	1,062	0.3	1.4	6.7	60.7	30.9	0.0	100.0
Asia	1,214	0.3	1.2	8.6	68.0	20.7	1.2	100.0
<i>of which:</i> People's Rep. of China	394	0.3	0.8	8.9	66.2	20.3	3.6	100.0
India	586	0.5	1.4	7.3	70.5	20.3	0.0	100.0
United Arab Emirates	46	0.0	4.3	6.5	54.3	34.8	0.0	100.0
Oceania	110	0.0	2.7	11.8	63.6	21.8	0.0	100.0
<i>of which:</i> Australia	106	0.0	2.8	12.3	63.2	21.7	0.0	100.0
America	135	0.0	0.0	6.7	65.9	27.4	0.0	100.0
<i>of which:</i> USA	48	0.0	0.0	6.3	72.9	20.8	0.0	100.0
Total	8,307	0.3	1.2	9.7	61.4	27.1	0.3	100.0

Table 18: Percentage distribution of tourists interviewed by country of residence and rating of accommodation services, Year 2017

Country of residence	No. of parties	Rating of accommodation services						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	4,588	0.1	0.4	6.2	45.6	45.9	1.8	100.0
<i>of which:</i> France	1,525	0.1	0.4	7.1	44.1	45.1	3.2	100.0
Germany	759	0.0	0.3	5.8	51.1	42.0	0.8	100.0
Italy	192	0.5	0.5	11.5	51.6	34.9	1.0	100.0
Russia	27	0.0	3.7	3.7	59.3	33.3	0.0	100.0
Switzerland	201	0.0	0.0	7.5	34.8	56.7	1.0	100.0
United Kingdom	1,098	0.2	0.4	4.8	40.9	52.3	1.5	100.0
Africa	2,260	0.1	0.8	8.1	52.6	34.5	3.9	100.0
<i>of which:</i> Reunion	940	0.1	1.0	11.4	55.4	27.6	4.6	100.0
South Africa, Rep. of	1,062	0.2	0.6	5.6	48.6	41.7	3.4	100.0
Asia	1,214	0.3	1.3	8.2	59.6	28.3	2.3	100.0
<i>of which:</i> People's Rep. of China	394	0.0	0.5	8.1	57.4	30.5	3.6	100.0
India	586	0.5	1.5	6.7	63.3	26.5	1.5	100.0
United Arab Emirates	46	0.0	4.3	4.3	45.7	43.5	2.2	100.0
Oceania	110	0.0	0.9	4.5	48.2	39.1	7.3	100.0
<i>of which:</i> Australia	106	0.0	0.9	4.7	48.1	38.7	7.5	100.0
America	135	0.0	0.0	8.1	51.1	37.8	3.0	100.0
<i>of which:</i> USA	48	0.0	0.0	6.3	54.2	33.3	6.3	100.0
Total	8,307	0.2	0.6	7.0	49.6	40.0	2.5	100.0

Table 19: Percentage distribution of tourists interviewed by country of residence and rating of tour operators, tour organiser services, Year 2017

Country of residence	No. of parties	Rating of tour operators, tour organiser services						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	4,588	0.2	0.5	5.6	56.2	20.5	17.0	100.0
<i>of which:</i> France	1,525	0.1	0.8	6.5	52.6	19.2	20.9	100.0
Germany	759	0.4	0.1	5.7	64.0	17.3	12.5	100.0
Italy	192	1.0	1.0	7.3	58.9	17.2	14.6	100.0
Russia	27	0.0	0.0	0.0	63.0	11.1	25.9	100.0
Switzerland	201	0.0	0.0	6.5	52.2	26.4	14.9	100.0
United Kingdom	1,098	0.1	0.5	3.8	55.6	24.9	15.1	100.0
Africa	2,260	0.2	0.3	5.1	55.4	13.9	25.2	100.0
<i>of which:</i> Reunion	940	0.1	0.2	7.4	54.7	8.6	28.9	100.0
South Africa, Rep. of	1,062	0.3	0.3	3.4	57.4	18.9	19.7	100.0
Asia	1,214	0.6	1.0	7.3	64.0	13.1	14.0	100.0
<i>of which:</i> People's Rep. of China	394	0.0	0.5	5.8	66.0	15.2	12.4	100.0
India	586	1.2	1.7	9.2	66.4	13.8	7.7	100.0
United Arab Emirates	46	0.0	0.0	4.3	54.3	13.0	28.3	100.0
Oceania	110	0.0	0.0	1.8	50.9	17.3	30.0	100.0
<i>of which:</i> Australia	106	0.0	0.0	1.9	50.0	17.9	30.2	100.0
America	135	0.0	0.0	5.9	56.3	13.3	24.4	100.0
<i>of which:</i> USA	48	0.0	0.0	4.2	64.6	8.3	22.9	100.0
Total	8,307	0.2	0.5	5.7	57.0	17.5	19.1	100.0

Table 20: Percentage distribution of tourists interviewed by country of residence and rating of taxi services, Year 2017

Country of residence	No. of parties	Rating of taxi services						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	4,588	0.0	0.4	5.0	54.8	18.4	21.5	100.0
<i>of which:</i> France	1,525	0.1	0.4	5.4	54.2	18.4	21.6	100.0
Germany	759	0.1	0.1	5.5	59.8	15.2	19.2	100.0
Italy	192	0.0	0.5	5.2	55.7	13.5	25.0	100.0
Russia	27	0.0	0.0	11.1	59.3	11.1	18.5	100.0
Switzerland	201	0.0	0.0	5.0	47.8	22.9	24.4	100.0
United Kingdom	1,098	0.0	0.4	4.5	51.2	21.5	22.5	100.0
Africa	2,260	0.1	0.5	6.9	57.7	14.8	20.0	100.0
<i>of which:</i> Reunion	940	0.2	0.7	9.6	59.0	11.3	19.1	100.0
South Africa, Rep. of	1,062	0.1	0.2	4.3	55.8	17.8	21.8	100.0
Asia	1,214	0.2	0.7	6.7	59.1	11.9	21.4	100.0
<i>of which:</i> People's Rep. of China	394	0.3	0.5	6.3	57.4	14.5	21.1	100.0
India	586	0.3	0.7	6.0	60.8	11.4	20.8	100.0
United Arab Emirates	46	0.0	0.0	6.5	69.6	10.9	13.0	100.0
Oceania	110	0.0	0.9	1.8	54.5	14.5	28.2	100.0
<i>of which:</i> Australia	106	0.0	0.9	1.9	53.8	15.1	28.3	100.0
America	135	0.0	0.7	3.0	60.0	11.9	24.4	100.0
<i>of which:</i> USA	48	0.0	2.1	0.0	60.4	10.4	27.1	100.0
Total	8,307	0.1	0.5	5.7	56.3	16.3	21.2	100.0

Table 21: Percentage distribution of tourists interviewed by country of residence and rating of restaurant, food outlets, street food Services, Year 2017

Country of residence	No. of parties	Rating of restaurant, food outlets, street food Services						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	4,587	0.0	0.5	7.3	61.6	17.1	13.5	100.0
<i>of which:</i> France	1,525	0.1	0.6	8.5	62.5	18.4	10.0	100.0
Germany	759	0.0	0.3	7.2	65.3	13.3	13.8	100.0
Italy	192	0.0	0.5	9.4	66.7	10.9	12.5	100.0
Russia	27	0.0	0.0	7.4	70.4	14.8	7.4	100.0
Switzerland	201	0.0	0.0	7.5	65.7	19.9	7.0	100.0
United Kingdom	1,098	0.0	0.6	5.9	56.1	18.5	18.9	100.0
Africa	2,259	0.2	0.8	8.7	65.2	13.6	11.6	100.0
<i>of which:</i> Reunion	940	0.1	1.0	11.4	67.0	10.0	10.5	100.0
South Africa, Rep. of	1,061	0.3	0.7	6.8	62.1	16.8	13.4	100.0
Asia	1,214	0.3	1.7	10.7	69.3	10.1	7.8	100.0
<i>of which:</i> People's Rep. of China	394	0.3	0.5	8.9	69.8	12.9	7.6	100.0
India	586	0.3	2.2	12.6	68.9	9.2	6.7	100.0
United Arab Emirates	46	0.0	2.2	6.5	65.2	13.0	13.0	100.0
Oceania	110	0.0	0.9	6.4	60.0	19.1	13.6	100.0
<i>of which:</i> Australia	106	0.0	0.9	6.6	60.4	18.9	13.2	100.0
America	135	0.0	1.5	8.1	61.5	16.3	12.6	100.0
<i>of which:</i> USA	48	0.0	2.1	2.1	70.8	20.8	4.2	100.0
Total	8,305	0.1	0.8	8.2	63.7	15.1	12.1	100.0

Table 22: Percentage distribution of tourists interviewed by country of residence and rating of nautical operator services, Year 2017

Country of residence	No. of parties	Rating of nautical operator services						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	4,587	0.0	0.2	4.7	56.8	16.1	22.2	100.0
<i>of which:</i> France	1,525	0.0	0.3	6.0	54.8	16.2	22.7	100.0
Germany	759	0.0	0.1	4.6	61.9	13.2	20.2	100.0
Italy	192	0.0	0.0	5.7	65.1	13.0	16.1	100.0
Russia	27	0.0	3.7	0.0	66.7	11.1	18.5	100.0
Switzerland	201	0.0	0.0	4.0	58.2	20.9	16.9	100.0
United Kingdom	1,098	0.1	0.3	3.6	53.3	17.9	24.9	100.0
Africa	2,259	0.0	0.1	4.6	55.0	11.2	28.9	100.0
<i>of which:</i> Reunion	940	0.0	0.2	6.1	55.2	7.0	31.5	100.0
South Africa, Rep. of	1,061	0.1	0.1	4.0	56.7	16.0	23.1	100.0
Asia	1,214	0.0	0.6	6.7	62.4	13.1	17.3	100.0
<i>of which:</i> People's Rep. of China	394	0.0	0.5	5.1	67.0	13.7	13.7	100.0
India	586	0.0	0.9	8.0	64.7	13.7	12.8	100.0
United Arab Emirates	46	0.0	0.0	2.2	50.0	15.2	32.6	100.0
Oceania	110	0.0	0.0	0.9	52.7	12.7	33.6	100.0
<i>of which:</i> Australia	106	0.0	0.0	0.9	53.8	11.3	34.0	100.0
America	135	0.0	0.0	3.7	53.3	11.1	31.9	100.0
<i>of which:</i> USA	48	0.0	0.0	4.2	60.4	2.1	33.3	100.0
Total	8,305	0.0	0.2	4.9	57.0	14.2	23.6	100.0

Table 23: Percentage distribution of tourists interviewed by country of residence and rating of land based operator services, Year 2017

Country of residence	No. of parties	Rating of land based operator services						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	4,587	0.0	0.2	4.3	60.6	14.1	20.8	100.0
<i>of which:</i> France	1,525	0.0	0.2	5.0	57.4	14.6	22.8	100.0
Germany	759	0.0	0.4	5.1	65.0	11.6	17.9	100.0
Italy	192	0.0	0.5	7.3	68.2	12.0	12.0	100.0
Russia	27	0.0	3.7	0.0	63.0	11.1	22.2	100.0
Switzerland	201	0.0	0.0	4.5	61.7	15.4	18.4	100.0
United Kingdom	1,098	0.0	0.1	2.8	59.0	15.5	22.6	100.0
Africa	2,259	0.0	0.0	4.6	58.2	10.4	26.9	100.0
<i>of which:</i> Reunion	940	0.0	0.0	6.0	59.3	6.4	28.4	100.0
South Africa, Rep. of	1,061	0.0	0.1	3.5	59.8	14.6	22.0	100.0
Asia	1,214	0.1	0.7	6.3	66.2	11.0	15.6	100.0
<i>of which:</i> People's Rep. of China	394	0.0	0.8	6.6	67.0	13.5	12.2	100.0
India	586	0.2	1.0	6.7	71.3	10.9	9.9	100.0
United Arab Emirates	46	0.0	0.0	2.2	56.5	10.9	30.4	100.0
Oceania	110	0.0	0.0	0.9	56.4	7.3	35.5	100.0
<i>of which:</i> Australia	106	0.0	0.0	0.9	56.6	7.5	34.9	100.0
America	135	0.0	0.0	3.0	61.5	8.1	27.4	100.0
<i>of which:</i> USA	48	0.0	0.0	2.1	70.8	4.2	22.9	100.0
Total	8,305	0.0	0.3	4.6	60.7	12.4	22.0	100.0

Table 24: Percentage distribution of tourists staying in hotels interviewed by country of residence and rating of level of security in hotels, Year 2017

Country of residence	No. of parties	Rating of level of security in hotels						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	4,587	0.1	0.2	2.5	51.5	39.2	6.6	100.0
<i>of which:</i> France	1,525	0.1	0.4	3.2	44.0	40.7	11.6	100.0
Germany	759	0.0	0.1	2.2	58.4	35.8	3.4	100.0
Italy	192	0.0	0.5	4.2	59.9	30.7	4.7	100.0
Russia	27	0.0	0.0	3.7	55.6	25.9	14.8	100.0
Switzerland	201	0.0	0.0	0.5	50.2	43.8	5.5	100.0
United Kingdom	1,098	0.1	0.1	1.9	54.5	40.2	3.3	100.0
Africa	2,259	0.0	0.0	3.8	56.3	29.0	11.0	100.0
<i>of which:</i> Reunion	940	0.0	0.1	5.2	59.5	20.9	14.4	100.0
South Africa, Rep. of	1,061	0.0	0.0	2.4	53.9	35.9	7.8	100.0
Asia	1,214	0.1	0.7	4.1	57.8	32.9	4.4	100.0
<i>of which:</i> People's Rep. of China	394	0.0	0.8	3.3	52.0	42.1	1.8	100.0
India	586	0.0	0.3	4.3	62.5	29.7	3.2	100.0
United Arab Emirates	46	0.0	0.0	2.2	65.2	19.6	13.0	100.0
Oceania	110	0.0	0.9	6.4	49.1	33.6	10.0	100.0
<i>of which:</i> Australia	106	0.0	0.9	6.6	48.1	34.0	10.4	100.0
America	135	0.0	0.0	1.5	51.1	35.6	11.9	100.0
<i>of which:</i> USA	48	0.0	0.0	0.0	50.0	33.3	16.7	100.0
Total	8,305	0.0	0.2	3.1	53.7	35.3	7.6	100.0

Table 25: Percentage distribution of tourists staying in non-hotels interviewed by country of residence and rating of level of security in non-hotel accommodations, Year 2017

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	4,586	0.0	0.3	4.1	54.0	24.3	17.2	100.0
<i>of which:</i> France	1,524	0.1	0.4	4.7	51.2	28.0	15.7	100.0
Germany	759	0.0	0.3	3.4	57.4	22.3	16.6	100.0
Italy	192	0.0	0.5	6.8	60.4	15.1	17.2	100.0
Russia	27	0.0	3.7	3.7	59.3	22.2	11.1	100.0
Switzerland	201	0.0	0.5	2.0	54.2	24.9	18.4	100.0
United Kingdom	1,098	0.1	0.1	3.6	54.8	23.8	17.7	100.0
Africa	2,259	0.0	0.3	4.9	58.6	19.6	16.6	100.0
<i>of which:</i> Reunion	940	0.0	0.3	6.2	63.9	14.1	15.4	100.0
South Africa, Rep. of	1,061	0.1	0.3	3.7	54.9	23.3	17.8	100.0
Asia	1,214	0.2	0.7	5.0	54.7	20.0	19.4	100.0
<i>of which:</i> People's Rep. of China	394	0.0	0.8	3.6	50.8	26.1	18.8	100.0
India	586	0.2	0.2	5.8	57.0	17.9	18.9	100.0
United Arab Emirates	46	0.0	0.0	6.5	60.9	13.0	19.6	100.0
Oceania	110	0.0	0.0	6.4	51.8	16.4	25.5	100.0
<i>of which:</i> Australia	106	0.0	0.0	6.6	50.9	17.0	25.5	100.0
America	135	0.0	1.5	3.7	59.3	17.0	18.5	100.0
<i>of which:</i> USA	48	0.0	0.0	4.2	56.3	20.8	18.8	100.0
Total	8,304	0.1	0.4	4.5	55.4	22.2	17.5	100.0

Table 26: Percentage distribution of tourists interviewed by country of residence and rating of level of security regarding taxi service, Year 2017

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	4,586	0.0	0.4	7.5	55.8	19.3	16.9	100.0
<i>of which:</i> France	1,524	0.0	0.8	8.7	53.0	20.5	17.1	100.0
Germany	759	0.0	0.1	6.6	59.2	18.2	15.9	100.0
Italy	192	0.0	0.5	9.4	57.8	10.9	21.4	100.0
Russia	27	0.0	0.0	7.4	63.0	11.1	18.5	100.0
Switzerland	201	0.0	0.5	7.5	53.7	19.4	18.9	100.0
United Kingdom	1,098	0.0	0.2	6.4	57.0	19.9	16.6	100.0
Africa	2,259	0.0	0.5	7.1	60.3	15.7	16.4	100.0
<i>of which:</i> Reunion	940	0.1	1.1	9.1	62.9	10.9	16.0	100.0
South Africa, Rep. of	1,061	0.0	0.1	5.7	57.7	19.3	17.2	100.0
Asia	1,214	0.0	0.3	7.4	57.8	18.5	16.0	100.0
<i>of which:</i> People's Rep. of China	394	0.0	0.3	7.1	52.5	26.1	14.0	100.0
India	586	0.0	0.2	6.8	61.8	14.7	16.6	100.0
United Arab Emirates	46	0.0	0.0	8.7	65.2	13.0	13.0	100.0
Oceania	110	0.0	0.0	7.3	58.2	11.8	22.7	100.0
<i>of which:</i> Australia	106	0.0	0.0	7.5	57.5	12.3	22.6	100.0
America	135	0.0	0.0	5.9	60.7	11.9	21.5	100.0
<i>of which:</i> USA	48	0.0	0.0	8.3	60.4	6.3	25.0	100.0
Total	8,304	0.0	0.4	7.3	57.5	18.0	16.8	100.0

Table 27: Percentage distribution of tourists interviewed by country of residence and rating of level of security on beaches, Year 2017

Country of residence	No. of parties	Rating of level of security on beaches						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	4,586	0.1	0.5	5.1	66.9	26.6	0.9	100.0
<i>of which:</i> France	1,524	0.0	0.9	7.6	62.6	28.0	0.9	100.0
Germany	759	0.1	0.1	3.4	71.0	25.2	0.1	100.0
Italy	192	0.0	0.5	8.3	70.8	18.8	1.6	100.0
Russia	27	0.0	0.0	7.4	70.4	22.2	0.0	100.0
Switzerland	201	0.0	0.5	3.5	67.7	27.9	0.5	100.0
United Kingdom	1,098	0.2	0.5	3.6	68.8	25.9	1.1	100.0
Africa	2,259	0.0	0.4	5.4	69.5	21.7	2.9	100.0
<i>of which:</i> Reunion	940	0.1	0.9	8.0	72.8	15.4	2.9	100.0
South Africa, Rep. of	1,061	0.0	0.2	3.1	67.6	27.1	2.0	100.0
Asia	1,214	0.1	0.3	4.4	67.2	26.1	1.8	100.0
<i>of which:</i> People's Rep. of China	394	0.0	0.8	4.3	58.6	35.3	1.0	100.0
India	586	0.0	0.2	4.1	72.9	21.3	1.5	100.0
United Arab Emirates	46	0.0	0.0	2.2	67.4	26.1	4.3	100.0
Oceania	110	0.0	0.9	4.5	70.9	15.5	8.2	100.0
<i>of which:</i> Australia	106	0.0	0.9	4.7	70.8	15.1	8.5	100.0
America	135	0.7	0.7	5.2	69.6	23.0	0.7	100.0
<i>of which:</i> USA	48	2.1	0.0	8.3	70.8	16.7	2.1	100.0
Total	8,304	0.1	0.5	5.1	67.8	25.0	1.6	100.0

Table 28: Percentage distribution of tourists interviewed by country of residence and rating of level of security in public places, Year 2017

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	4,586	0.0	0.6	6.2	65.4	24.2	3.5	100.0
<i>of which:</i> France	1,524	0.1	0.8	9.0	62.7	25.1	2.4	100.0
Germany	759	0.0	0.3	5.0	67.9	24.4	2.5	100.0
Italy	192	0.0	0.5	7.8	66.1	22.4	3.1	100.0
Russia	27	0.0	0.0	7.4	70.4	14.8	7.4	100.0
Switzerland	201	0.0	0.5	5.5	69.2	20.9	4.0	100.0
United Kingdom	1,098	0.0	0.6	4.1	65.8	24.0	5.5	100.0
Africa	2,259	0.0	0.8	5.8	69.2	20.3	4.0	100.0
<i>of which:</i> Reunion	940	0.0	1.4	7.8	72.7	15.1	3.1	100.0
South Africa, Rep. of	1,061	0.0	0.4	3.5	66.9	24.2	5.0	100.0
Asia	1,214	0.1	0.5	5.5	65.5	25.0	3.5	100.0
<i>of which:</i> People's Rep. of China	394	0.0	0.8	4.1	58.9	32.5	3.8	100.0
India	586	0.0	0.3	5.8	69.5	22.7	1.7	100.0
United Arab Emirates	46	0.0	0.0	2.2	73.9	13.0	10.9	100.0
Oceania	110	0.0	0.9	5.5	66.4	16.4	10.9	100.0
<i>of which:</i> Australia	106	0.0	0.9	5.7	65.1	17.0	11.3	100.0
America	135	0.7	0.7	4.4	71.1	17.0	5.9	100.0
<i>of which:</i> USA	48	2.1	0.0	4.2	70.8	16.7	6.3	100.0
Total	8,304	0.0	0.6	5.9	66.6	23.0	3.8	100.0

Table 29: Percentage distribution of tourists interviewed by country of residence and rating of level of security on tourist sites, Year 2017

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	4,586	0.0	0.3	4.3	67.1	23.2	5.1	100.0
<i>of which:</i> France	1,524	0.0	0.5	7.0	61.6	27.0	3.9	100.0
Germany	759	0.0	0.0	2.6	73.1	20.8	3.4	100.0
Italy	192	0.0	0.5	6.3	70.8	18.8	3.6	100.0
Russia	27	0.0	0.0	7.4	70.4	18.5	3.7	100.0
Switzerland	201	0.0	0.5	1.5	70.1	20.4	7.5	100.0
United Kingdom	1,098	0.0	0.5	2.9	67.1	21.7	7.8	100.0
Africa	2,259	0.0	0.1	4.2	67.0	19.1	9.6	100.0
<i>of which:</i> Reunion	940	0.0	0.2	5.6	70.6	13.9	9.6	100.0
South Africa, Rep. of	1,061	0.0	0.1	2.9	65.2	23.4	8.4	100.0
Asia	1,213	0.0	0.4	4.4	68.5	23.1	3.6	100.0
<i>of which:</i> People's Rep. of China	393	0.0	0.0	5.1	62.3	31.0	1.5	100.0
India	586	0.0	0.9	3.2	73.7	19.5	2.7	100.0
United Arab Emirates	46	0.0	0.0	4.3	67.4	15.2	13.0	100.0
Oceania	110	0.0	0.9	2.7	68.2	12.7	15.5	100.0
<i>of which:</i> Australia	106	0.0	0.9	2.8	67.9	13.2	15.1	100.0
America	135	0.7	1.5	3.0	70.4	16.3	8.1	100.0
<i>of which:</i> USA	48	2.1	0.0	0.0	75.0	14.6	8.3	100.0
Total	8,303	0.0	0.3	4.2	67.3	21.8	6.3	100.0

Table 30: Percentage distribution of tourists interviewed by country of residence and rating of level of security in Mauritius, Year 2017

Country of residence	No. of parties	Rating of level of security in Mauritius						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	4,586	0.0	0.3	4.6	69.9	23.4	1.8	100.0
<i>of which:</i> France	1,524	0.0	0.3	8.1	64.8	25.9	0.9	100.0
Germany	759	0.0	0.0	2.8	74.3	20.6	2.4	100.0
Italy	192	0.0	0.5	5.2	75.0	16.7	2.6	100.0
Russia	27	0.0	0.0	3.7	81.5	14.8	0.0	100.0
Switzerland	201	0.0	0.5	4.0	69.7	23.4	2.5	100.0
United Kingdom	1,098	0.0	0.4	2.9	70.7	23.1	2.9	100.0
Africa	2,259	0.0	0.3	5.0	72.9	20.0	1.8	100.0
<i>of which:</i> Reunion	940	0.1	0.5	7.4	76.1	14.0	1.8	100.0
South Africa, Rep. of	1,061	0.0	0.1	2.9	70.7	24.6	1.7	100.0
Asia	1,213	0.1	0.2	3.8	70.4	23.7	1.9	100.0
<i>of which:</i> People's Rep. of China	393	0.0	0.0	3.6	62.3	32.1	2.0	100.0
India	586	0.0	0.2	3.6	74.4	20.6	1.2	100.0
United Arab Emirates	46	0.0	0.0	2.2	82.6	13.0	2.2	100.0
Oceania	110	0.0	0.0	6.4	77.3	11.8	4.5	100.0
<i>of which:</i> Australia	106	0.0	0.0	6.6	76.4	12.3	4.7	100.0
America	135	0.0	0.7	3.7	76.3	17.8	1.5	100.0
<i>of which:</i> USA	48	0.0	0.0	4.2	75.0	20.8	0.0	100.0
Total	8,303	0.0	0.3	4.6	71.0	22.3	1.9	100.0

Table 31: Percentage distribution of tourists interviewed by country of residence and rating of state of environment on beaches, Year 2017

Country of residence	No. of parties	Rating of state of environment on beaches						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	4,586	0.4	4.0	12.0	60.4	22.7	0.5	100.0
<i>of which:</i> France	1,524	1.0	7.2	16.8	54.2	20.0	0.7	100.0
Germany	759	0.0	2.2	10.9	66.3	20.6	0.0	100.0
Italy	192	0.5	1.6	14.6	64.6	18.2	0.5	100.0
Russia	27	0.0	3.7	11.1	70.4	14.8	0.0	100.0
Switzerland	201	0.0	2.5	15.9	59.2	22.4	0.0	100.0
United Kingdom	1,098	0.3	1.5	6.7	63.4	27.8	0.3	100.0
Africa	2,256	0.2	2.1	8.7	64.7	21.9	2.4	100.0
<i>of which:</i> Reunion	938	0.3	3.1	11.8	66.5	15.9	2.3	100.0
South Africa, Rep. of	1,060	0.2	1.6	6.3	64.2	25.9	1.7	100.0
Asia	1,213	0.0	0.6	4.6	58.5	34.5	1.8	100.0
<i>of which:</i> People's Rep. of China	393	0.0	0.5	2.8	52.2	44.0	0.5	100.0
India	586	0.0	0.5	3.9	60.8	33.6	1.2	100.0
United Arab Emirates	46	0.0	0.0	13.0	56.5	21.7	8.7	100.0
Oceania	110	0.0	5.5	9.1	64.5	12.7	8.2	100.0
<i>of which:</i> Australia	106	0.0	5.7	9.4	64.2	12.3	8.5	100.0
America	135	0.7	0.7	8.9	70.4	18.5	0.7	100.0
<i>of which:</i> USA	48	0.0	0.0	4.2	77.1	16.7	2.1	100.0
Total	8,300	0.3	2.9	9.9	61.5	24.0	1.3	100.0

Table 32: Percentage distribution of tourists interviewed by country of residence and rating of state of environment in lagoons, Year 2017

Country of residence	No. of parties	Rating of state of environment in lagoons						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	4,586	0.3	4.9	14.5	57.6	20.4	2.2	100.0
<i>of which:</i> France	1,524	0.7	8.3	20.7	50.5	18.6	1.2	100.0
Germany	759	0.0	3.8	12.8	63.4	18.6	1.4	100.0
Italy	192	0.0	3.1	15.6	60.9	17.7	2.6	100.0
Russia	27	0.0	0.0	7.4	70.4	18.5	3.7	100.0
Switzerland	201	0.0	3.5	15.9	59.7	18.9	2.0	100.0
United Kingdom	1,098	0.2	2.2	9.6	60.1	25.1	2.8	100.0
Africa	2,256	0.3	3.2	11.2	63.2	17.8	4.3	100.0
<i>of which:</i> Reunion	938	0.4	4.8	15.4	65.1	11.6	2.7	100.0
South Africa, Rep. of	1,060	0.3	2.4	7.8	62.6	22.2	4.7	100.0
Asia	1,213	0.0	0.2	6.4	60.4	29.5	3.5	100.0
<i>of which:</i> People's Rep. of China	393	0.0	0.3	4.8	55.2	38.7	1.0	100.0
India	586	0.0	0.2	5.5	63.1	28.3	2.9	100.0
United Arab Emirates	46	0.0	0.0	13.0	54.3	21.7	10.9	100.0
Oceania	110	0.0	4.5	11.8	65.5	7.3	10.9	100.0
<i>of which:</i> Australia	106	0.0	4.7	12.3	64.2	7.5	11.3	100.0
America	135	0.7	0.7	11.9	65.9	17.8	3.0	100.0
<i>of which:</i> USA	48	0.0	0.0	10.4	66.7	20.8	2.1	100.0
Total	8,300	0.3	3.7	12.4	59.8	20.8	3.1	100.0

Table 33: Percentage distribution of tourists interviewed by country of residence and rating of state of environment in public places, Year 2017

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	4,586	0.4	7.3	18.1	56.9	14.3	2.9	100.0
<i>of which:</i> France	1,524	0.9	11.0	23.8	48.8	13.6	1.9	100.0
Germany	759	0.3	5.7	18.6	61.3	12.0	2.2	100.0
Italy	192	0.0	4.2	16.7	66.7	9.4	3.1	100.0
Russia	27	0.0	7.4	3.7	70.4	14.8	3.7	100.0
Switzerland	201	0.0	4.5	18.9	60.7	11.4	4.5	100.0
United Kingdom	1,098	0.1	3.6	13.7	59.6	18.5	4.6	100.0
Africa	2,256	0.5	3.8	14.6	63.9	14.2	2.9	100.0
<i>of which:</i> Reunion	938	0.4	5.2	17.8	63.1	10.7	2.8	100.0
South Africa, Rep. of	1,060	0.7	2.9	12.5	65.0	15.7	3.2	100.0
Asia	1,213	0.0	0.6	8.0	64.8	24.1	2.6	100.0
<i>of which:</i> People's Rep. of China	393	0.0	0.8	7.9	60.3	29.0	2.0	100.0
India	586	0.0	0.3	5.3	68.1	24.9	1.4	100.0
United Arab Emirates	46	0.0	2.2	15.2	54.3	15.2	13.0	100.0
Oceania	110	1.8	5.5	18.2	59.1	7.3	8.2	100.0
<i>of which:</i> Australia	106	1.9	5.7	18.9	58.5	7.5	7.5	100.0
America	135	1.5	3.7	16.3	60.7	12.6	5.2	100.0
<i>of which:</i> USA	48	2.1	0.0	14.6	62.5	14.6	6.3	100.0
Total	8,300	0.4	5.3	15.7	60.1	15.6	3.0	100.0

Table 34: Percentage distribution of tourists interviewed by country of residence and rating of state of environment on tourist sites, Year 2017

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	4,586	0.1	2.0	11.9	64.6	16.5	4.9	100.0
<i>of which:</i> France	1,524	0.3	3.5	16.7	60.4	15.2	3.9	100.0
Germany	759	0.0	1.8	10.9	69.6	14.5	3.2	100.0
Italy	192	0.0	0.5	11.5	71.4	14.1	2.6	100.0
Russia	27	0.0	0.0	11.1	63.0	18.5	7.4	100.0
Switzerland	201	0.0	0.5	10.4	67.7	14.9	6.5	100.0
United Kingdom	1,098	0.0	0.6	8.2	63.6	20.2	7.4	100.0
Africa	2,256	0.1	0.9	8.1	67.3	15.6	7.9	100.0
<i>of which:</i> Reunion	938	0.0	1.1	11.6	68.9	11.0	7.5	100.0
South Africa, Rep. of	1,060	0.3	0.8	5.7	67.4	18.3	7.5	100.0
Asia	1,213	0.0	0.1	4.6	64.8	27.6	2.9	100.0
<i>of which:</i> People's Rep. of China	393	0.0	0.3	3.3	60.1	35.1	1.3	100.0
India	586	0.0	0.0	2.9	67.1	27.8	2.2	100.0
United Arab Emirates	46	0.0	0.0	13.0	60.9	17.4	8.7	100.0
Oceania	110	0.9	1.8	13.6	60.0	8.2	15.5	100.0
<i>of which:</i> Australia	106	0.9	1.9	14.2	59.4	8.5	15.1	100.0
America	135	0.7	0.7	6.7	69.6	14.1	8.1	100.0
<i>of which:</i> USA	48	0.0	0.0	6.3	68.8	16.7	8.3	100.0
Total	8,300	0.1	1.4	9.7	65.4	17.7	5.6	100.0

Table 35: Percentage distribution of tourists interviewed by country of residence and rating of state of environment in accommodation, Year 2017

Country of residence	No. of parties	Rating of state of environment in accommodation						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	4,586	0.1	0.7	4.8	56.7	37.2	0.5	100.0
<i>of which:</i> France	1,524	0.1	1.2	7.5	53.3	36.9	0.9	100.0
Germany	759	0.0	0.5	2.8	58.6	37.9	0.1	100.0
Italy	192	0.0	0.5	7.3	64.1	28.1	0.0	100.0
Russia	27	0.0	0.0	0.0	66.7	33.3	0.0	100.0
Switzerland	201	0.0	0.0	5.0	56.2	38.8	0.0	100.0
United Kingdom	1,098	0.1	0.2	2.6	56.2	40.3	0.6	100.0
Africa	2,256	0.0	0.2	4.5	62.0	31.2	2.0	100.0
<i>of which:</i> Reunion	938	0.0	0.3	7.4	65.5	24.2	2.7	100.0
South Africa, Rep. of	1,060	0.1	0.2	2.5	59.4	36.4	1.4	100.0
Asia	1,213	0.0	0.2	2.6	56.9	39.6	0.8	100.0
<i>of which:</i> People's Rep. of China	393	0.0	0.0	2.0	48.6	48.9	0.5	100.0
India	586	0.0	0.2	1.9	59.2	38.2	0.5	100.0
United Arab Emirates	46	0.0	0.0	4.3	60.9	30.4	4.3	100.0
Oceania	110	0.0	0.9	2.7	55.5	34.5	6.4	100.0
<i>of which:</i> Australia	106	0.0	0.9	2.8	55.7	34.0	6.6	100.0
America	135	0.0	0.7	3.0	59.3	37.0	0.0	100.0
<i>of which:</i> USA	48	0.0	0.0	2.1	62.5	35.4	0.0	100.0
Total	8,300	0.0	0.5	4.4	58.2	35.9	1.0	100.0

Table 36: Percentage distribution of tourists interviewed by country of residence and rating of state of environment in Mauritius, Year 2017

Country of residence	No. of parties	Rating of state of environment in Mauritius						Total
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
Europe	4,586	0.2	2.1	11.2	67.8	17.5	1.3	100.0
<i>of which:</i> France	1,524	0.5	3.8	16.2	62.3	16.7	0.6	100.0
Germany	759	0.0	1.7	9.1	72.6	15.2	1.4	100.0
Italy	192	0.0	0.5	9.4	76.0	12.5	1.6	100.0
Russia	27	0.0	3.7	3.7	70.4	18.5	3.7	100.0
Switzerland	201	0.0	0.5	12.4	71.1	14.9	1.0	100.0
United Kingdom	1,098	0.0	0.9	7.6	68.1	21.2	2.2	100.0
Africa	2,256	0.2	0.8	8.1	72.6	17.0	1.3	100.0
<i>of which:</i> Reunion	938	0.2	1.0	12.3	74.0	11.0	1.6	100.0
South Africa, Rep. of	1,060	0.3	0.8	5.3	71.4	21.3	0.9	100.0
Asia	1,212	0.0	0.2	4.1	64.8	29.4	1.6	100.0
<i>of which:</i> People's Rep. of China	393	0.0	0.0	3.3	57.5	37.7	1.5	100.0
India	586	0.0	0.2	2.7	67.6	28.8	0.7	100.0
United Arab Emirates	46	0.0	0.0	10.9	65.2	19.6	4.3	100.0
Oceania	110	0.9	5.5	7.3	68.2	10.9	7.3	100.0
<i>of which:</i> Australia	106	0.9	5.7	7.5	67.9	10.4	7.5	100.0
America	135	0.7	0.7	5.9	68.9	23.0	0.7	100.0
<i>of which:</i> USA	48	0.0	0.0	6.3	68.8	25.0	0.0	100.0
Total	8,299	0.2	1.5	9.2	68.7	19.1	1.4	100.0

Table 37: Percentage distribution of tourists interviewed by rating Mauritius compared to last island destination with regard to level of satisfaction, Year 2017

Last island visited	No. of parties	Comparison with regard to level of satisfaction			
		Lower	Same	Higher	Total
Bali	143	20.3	49.0	30.8	100.0
Caribbean	56	14.3	46.4	39.3	100.0
Dominican Republic	68	10.3	41.2	48.5	100.0
Guadeloupe	62	8.1	35.5	56.5	100.0
Madagascar	23	8.7	39.1	52.2	100.0
Maldives	123	31.7	48.8	19.5	100.0
Martinique	32	12.5	65.6	21.9	100.0
Phuket	28	3.6	46.4	50.0	100.0
Reunion	168	13.7	61.9	24.4	100.0
Seychelles	151	21.2	49.0	29.8	100.0
Thailand	122	17.2	45.1	37.7	100.0
Zanzibar	46	2.2	37.0	60.9	100.0
Others	307	11.4	42.0	46.6	100.0
All Islands	1,329	15.6	47.3	37.2	100.0

Table 38: Percentage distribution of tourists interviewed by rating Mauritius compared to last island destination with regard to price level, Year 2017

Last island visited	No. of parties	Comparison with regard to price level			
		Lower	Same	Higher	Total
Bali	143	14.7	22.4	62.9	100.0
Caribbean	56	26.8	33.9	39.3	100.0
Dominican Republic	68	17.6	30.9	51.5	100.0
Guadeloupe	62	32.3	37.1	30.6	100.0
Madagascar	23	13.0	4.3	82.6	100.0
Maldives	123	39.8	36.6	23.6	100.0
Martinique	32	25.0	43.8	31.3	100.0
Phuket	28	21.4	25.0	53.6	100.0
Reunion	168	48.2	25.0	26.8	100.0
Seychelles	151	40.4	34.4	25.2	100.0
Thailand	122	16.4	15.6	68.0	100.0
Zanzibar	46	19.6	30.4	50.0	100.0
Others	307	23.5	27.7	48.9	100.0
All Islands	1,329	28.4	28.1	43.5	100.0

Table 39: Percentage distribution of tourists interviewed by rating Mauritius compared to last island destination with regard to hospitality, Year 2017

Last island visited	No. of parties	Comparison with regard to hospitality			
		Lower	Same	Higher	Total
Bali	143	9.8	58.0	32.2	100.0
Caribbean	56	7.1	51.8	41.1	100.0
Dominican Republic	68	2.9	47.1	50.0	100.0
Guadeloupe	62	1.6	17.7	80.6	100.0
Madagascar	23	8.7	47.8	43.5	100.0
Maldives	123	7.3	70.7	22.0	100.0
Martinique	32	0.0	34.4	65.6	100.0
Phuket	28	10.7	60.7	28.6	100.0
Reunion	168	3.6	60.7	35.7	100.0
Seychelles	151	5.3	57.0	37.7	100.0
Thailand	122	9.8	53.3	36.9	100.0
Zanzibar	46	4.3	52.2	43.5	100.0
Others	307	5.9	49.5	44.6	100.0
All Islands	1,329	6.1	53.4	40.5	100.0

Table 40: Percentage distribution of tourists interviewed by rating Mauritius compared to last island destination with regard to quality of environment, Year 2017

Last island visited	No. of parties	Comparison with regard to quality of environment			
		Lower	Same	Higher	Total
Bali	143	5.6	46.9	47.6	100.0
Caribbean	56	12.5	48.2	39.3	100.0
Dominican Republic	68	7.4	48.5	44.1	100.0
Guadeloupe	62	9.7	50.0	40.3	100.0
Madagascar	23	8.7	8.7	82.6	100.0
Maldives	123	26.8	52.0	21.1	100.0
Martinique	32	21.9	62.5	15.6	100.0
Phuket	28	3.6	42.9	53.6	100.0
Reunion	168	24.4	53.0	22.6	100.0
Seychelles	151	25.8	51.7	22.5	100.0
Thailand	122	9.8	32.0	58.2	100.0
Zanzibar	46	6.5	28.3	65.2	100.0
Others	307	12.1	46.6	41.4	100.0
All Islands	1,329	15.1	46.5	38.4	100.0

Table 41: Percentage distribution of tourists interviewed by rating Mauritius compared to last island destination with regard to quality of products, Year 2017

Last island visited	No. of parties	Comparison with regard to quality of products			
		Lower	Same	Higher	Total
Bali	143	7.0	60.1	32.9	100.0
Caribbean	56	0.0	67.9	32.1	100.0
Dominican Republic	68	4.4	58.8	36.8	100.0
Guadeloupe	62	8.1	59.7	32.3	100.0
Madagascar	23	0.0	34.8	65.2	100.0
Maldives	123	6.5	65.9	27.6	100.0
Martinique	32	3.1	87.5	9.4	100.0
Phuket	28	21.4	57.1	21.4	100.0
Reunion	168	9.5	74.4	16.1	100.0
Seychelles	151	4.6	58.3	37.1	100.0
Thailand	122	18.0	47.5	34.4	100.0
Zanzibar	46	4.3	47.8	47.8	100.0
Others	307	12.4	48.2	39.4	100.0
All Islands	1,329	8.9	58.3	32.8	100.0

Table 42: Percentage distribution of tourists interviewed by rating Mauritius compared to last island destination with regard to variety of products, Year 2017

Last island visited	No. of parties	Comparison with regard to variety of products			
		Lower	Same	Higher	Total
Bali	143	14.7	58.0	27.3	100.0
Caribbean	56	1.8	64.3	33.9	100.0
Dominican Republic	68	5.9	57.4	36.8	100.0
Guadeloupe	62	11.3	58.1	30.6	100.0
Madagascar	23	0.0	34.8	65.2	100.0
Maldives	123	6.5	56.1	37.4	100.0
Martinique	32	9.4	81.3	9.4	100.0
Phuket	28	35.7	42.9	21.4	100.0
Reunion	168	9.5	75.0	15.5	100.0
Seychelles	151	4.6	52.3	43.0	100.0
Thailand	122	24.6	46.7	28.7	100.0
Zanzibar	46	4.3	47.8	47.8	100.0
Others	307	13.0	45.3	41.7	100.0
All Islands	1,329	11.2	55.1	33.7	100.0

Table 43: Percentage distribution of tourists interviewed by rating Mauritius compared to last island destination with regard to level of security, Year 2017

Last island visited	No. of parties	Comparison with regard to level of security			
		Lower	Same	Higher	Total
Bali	143	6.3	51.0	42.7	100.0
Caribbean	56	1.8	50.0	48.2	100.0
Dominican Republic	68	2.9	50.0	47.1	100.0
Guadeloupe	62	3.2	43.5	53.2	100.0
Madagascar	23	4.3	4.3	91.3	100.0
Maldives	123	5.7	66.7	27.6	100.0
Martinique	32	9.4	62.5	28.1	100.0
Phuket	28	0.0	57.1	42.9	100.0
Reunion	168	6.0	72.0	22.0	100.0
Seychelles	151	5.3	66.9	27.8	100.0
Thailand	122	7.4	50.8	41.8	100.0
Zanzibar	46	4.3	37.0	58.7	100.0
Others	307	7.2	51.8	41.0	100.0
All Islands	1,329	5.7	55.8	38.5	100.0

Table 44: Percentage distribution of tourists interviewed by rating Mauritius compared to last island destination with regard to value for money, Year 2017

Last island visited	No. of parties	Comparison with regard to value for money			
		Lower	Same	Higher	Total
Bali	143	24.5	46.9	28.7	100.0
Caribbean	56	8.9	57.1	33.9	100.0
Dominican Republic	68	16.2	47.1	36.8	100.0
Guadeloupe	62	6.5	51.6	41.9	100.0
Madagascar	23	13.0	17.4	69.6	100.0
Maldives	123	9.8	63.4	26.8	100.0
Martinique	32	9.4	62.5	28.1	100.0
Phuket	28	35.7	35.7	28.6	100.0
Reunion	168	14.3	59.5	26.2	100.0
Seychelles	151	7.9	55.0	37.1	100.0
Thailand	122	30.3	46.7	23.0	100.0
Zanzibar	46	13.0	47.8	39.1	100.0
Others	307	16.3	53.1	30.6	100.0
All Islands	1,329	16.0	52.7	31.4	100.0

Table 45: Major places of interest visited by tourists interviewed, Year 2017

Place of interest	No. of parties
Chamarel - 7 coloured earths	3,167
Grand Bay	2,941
Pamplemousses Bot. Garden	2,610
Port Louis Centre/Town	2,344
Ile aux Cerfs	2,212
Port Louis Market	1,927
Grand Bassin	1,862
Casela Bird Park	1,439
Chamarel Falls	1,176
Tamarin Bay (Dolphins)	1,143
Flic en Flac	1,064
National Park of B.River Gorges	1,063
Le Morne Brabant	868
Blue Bay Beach	753
Mont Choisy Beach	745
Trou aux Cerfs	700
Caudan Waterfront	647
Trou aux Biches Beach	637
Chamarel Rhum Distillery	564
L'Aventure du Sucre	550

Table 46: Most appealing place of interest, Year 2017

Place of interest	No. of parties
Ile aux Cerfs	1,294
Chamarel - 7 coloured earths	864
Grand Bay	515
Pamplemousses Bot. Garden	493
Tamarin Bay (Dolphins)	466

CONFIDENTIAL

Serial No.

Republic of Mauritius
STATISTICS MAURITIUS
SURVEY OF INBOUND VISITORS 2017

Interviewer:-

Day & date of interview :

d	d	m	m	y	y	y	y
---	---	---	---	---	---	---	---

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

MODULE A1 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?*

d	d
---	---

(ii) By which flight are you departing ? *Par quel vol partez-vous?*

d	d
---	---

(iii) Class of flight:

d

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:*

d	d	d
---	---	---

(ii) Nationality / *Nationalité* :

d	d	d
---	---	---

(iii) Occupation / *Profession* :

d	d	d	d
---	---	---	---

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*

d	d
---	---

(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*

d	d
---	---

(v) Of whom 12 years of age or less / *Dont celles âgées de 12 ans ou moins*

d	d
---	---

7 How many times have you visited Mauritius including this trip? / *Combien de fois avez-vous visité l'île Maurice, y compris ce séjour?*

d	d	d
---	---	---

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,TV, Radio / <i>Publicité dans les journaux, magazines,TV, Radio</i>	1
Visibility in travel fairs / <i>Participation au salon du tourisme</i>	2
Adverts on Billboards, Cinema, Subway/Underground, 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: Search engines / <i>L'internet: moteurs de recherche</i>	8
Social Medias / <i>Reseaux sociaux</i>	9
Online Tourism Agencies / <i>Agences du tourisme en ligne</i>	10
Other, specify / <i>Autre, spécifier</i>	11

9 (i) Have you been reading / looking for more information about Mauritius when planning for this trip?

Yes ... 1 No ... 2

If No, skip to Q10*Avez-vous cherché plus d'informations sur l'île Maurice lors de la planification de ce voyage?*

(ii) If yes, please state where did you look for information about Mauritius.

*Si oui, veuillez mentionner 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 / <i>Image Tropicale</i>	d
2 History & Culture / <i>Histoire & Culture</i>	d
3 Price of the destination / <i>Prix de la destination</i>	d
4 High standard of hotel / <i>Haut niveau des hotels</i>	d
5 Suitable accom. in non-hotel/ <i>Logement approprié ailleurs</i>	d
6 Safe destination / <i>Destination sûre</i>	d
7 Sports (Specify / <i>Spécifier</i>)	d
8 Accessibility / <i>Accès facile</i>	d

9 Our people / <i>La population</i>	d
10 Beaches / <i>Plages</i>	d
11 Shopping / <i>Achats</i>	d
12 Nature/Green Tourism / <i>Nature/Tourisme vert</i>	d
13 Recommended by friends,relatives/ <i>Recommandé par des amis,parents</i>	d
14 Diversity of offers/ <i>Diversité des offres</i>	d
15 Reputation / <i>Réputation</i>	d
16 Other / <i>Autre (Specify / Spécifier)</i>	d

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 (spécifier).....	...	17

12 (i) If not Mauritius, which destination would you have visited?
Si ce n'est pas l'île Maurice, quelle destination auriez vous visité?

			Flight	Accommodation	Excursion
(ii) How was the booking made?/	(i) Tour operator, travel agent / Tour opérateur, Agent de voyage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comment a été faite la réservation?	(ii) Direct booking through Internet/ Réservez directement à travers L'internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Specify website / spécifier site internet			
	(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
(ii) Make the booking? / Fait les réservations? Weeks ago

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	6	Dolphin/ Whale watch	7	Hiking	8
Interactions avec les lions			Kite surf		Voir les dauphins/ baleines		Randonnée	
Visit historical sites/Museums	9	Parasailing	10	Undersea walk	11	Visit botanical gardens/National Parks	12	
Visiter les sites historiques/Musée		Paravoile		Marche sous l'eau		Visiter Jardin botanique/Parc National		
Scuba diving	13	Big game fishing	14	Zip lining	15			
Plongée sous-marine		Pêche au gros		Tyroliennes				
Other sports	16	Spa / wellness	17	Other (Specify)	18			
Autres sports		Spa / bien-être		Autre (Spécifier)				

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

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

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

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: i. on accommodation / *sur hébergement* Amount
 Si oui, veuillez mentionner le montant: ii. on others / *autres* Amount

MODULE C

26 How did you find the price charged for : / *Comment avez-vous trouvé le prix :*

	Expensive <i>Cher</i>	Reasonable <i>Raisnable</i>	Low <i>Bas</i>	Don't Know <i>Ne sais pas</i>
Airfare / <i>billet d'avion</i>	1	2	3	9
Accommodation / <i>L'hébergement</i>	1	2	3	9
Food / <i>Repas</i>	1	2	3	9
Water, soft drink / <i>Eau, boissons gazeuses</i>	1	2	3	9
Alcoholic drinks / <i>Boissons alcoolisées</i>	1	2	3	9
Taxi / <i>Taxi</i>	1	2	3	9
Sightseeing & Excursions / <i>Les excursions</i>	1	2	3	9

27 How would you evaluate the following services: / *Comment évaluez-vous les services suivants:*

	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 board your flight / <i>A bord de l'avion</i>	1	2	3	4	5	9
Airport services / <i>L'aéroport</i>	1	2	3	4	5	9
Accommodation / <i>L'hébergement</i>	1	2	3	4	5	9
Tour Operators, tour organiser / <i>Tour opérateurs</i>	1	2	3	4	5	9
Taxi / <i>Taxi</i>	1	2	3	4	5	9
Restaurant, Food Outlets, Street <i>food/Restaurant, Points de restauration, Alimentation de rue</i>	1	2	3	4	5	9
Nautical operator/ <i>Opérateur nautiques</i>	1	2	3	4	5	9
Land based Operator/ <i>Opérateur terrestre</i>	1	2	3	4	5	9

28 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>
Hotel / <i>L'hotel</i>	1	2	3	4	5	9
Non-hotel accommodation / <i>Parahôtellerie</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

29 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

30(i) Have you visited Rodrigues Island during your stay? / *Avez-vous visité l'île Rodrigues pendant votre séjour?*

Yes 1 No 2 **If No, skip to Q31**

(ii) **If Yes**, please state the duration of your stay Nights
Si oui, veuillez mentionner la durée de votre séjour Nuits

31 (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 Q32**

(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>Sens de 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

32 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 **IF 1, Please give reason/ Spécifier.....**
- As expected / *Comme attendu* 2
- Beyond expectation / *Au delà des attentes* 3

33 Are you likely to visit Mauritius again? / Comptez-vous y revenir? Yes ... 1 No ... 2

If yes, state when: / Si oui, veuillez indiquer quand:

34 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?

IF No, Please give reason/ Spécifier.....

35 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.	<table border="1"><tr><td> </td><td> </td><td> </td></tr></table>				5.	<table border="1"><tr><td> </td><td> </td><td> </td></tr></table>			
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4.	<table border="1"><tr><td> </td><td> </td><td> </td></tr></table>				8.	<table border="1"><tr><td> </td><td> </td><td> </td></tr></table>			

36 Have you any recommendations/ suggestions for improving the destination?

Avez-vous des recommandations/suggestions à faire pour l'amélioration de la destination?

(a)

--	--	--

.....

(b)

--	--	--

.....