

# SURVEY OF INBOUND TOURISM, 1st SEMESTER 2013

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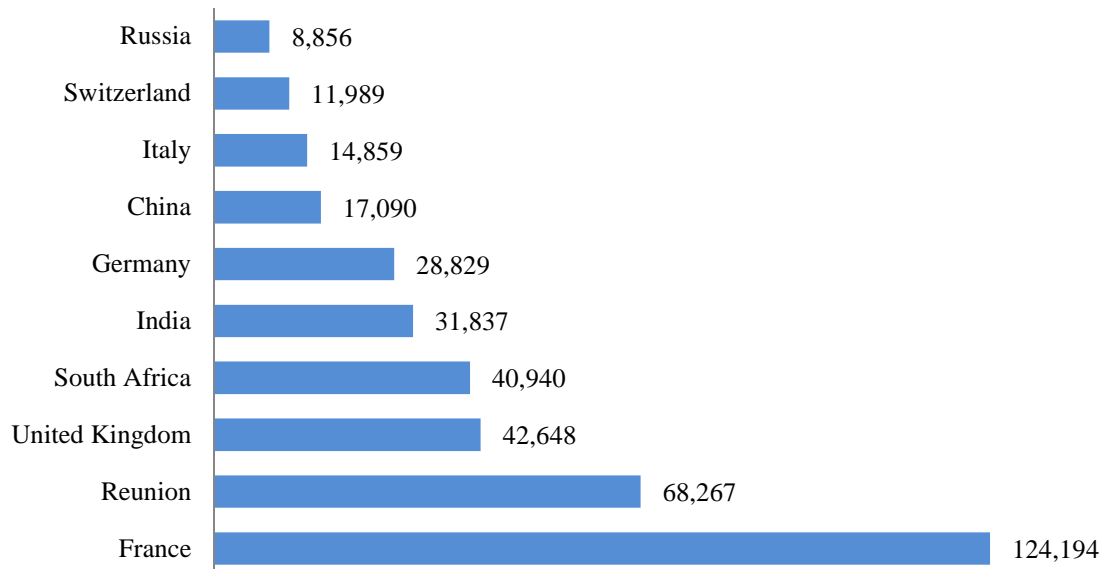
**SECTION 1 - MAIN FINDINGS****1<sup>st</sup> semester 2013****Introduction**

This report presents the main results of the survey of Inbound Tourism for the first 6 months of 2013. During the survey, data was collected from departing tourists at Sir Seewoosagur Ramgoolam airport.

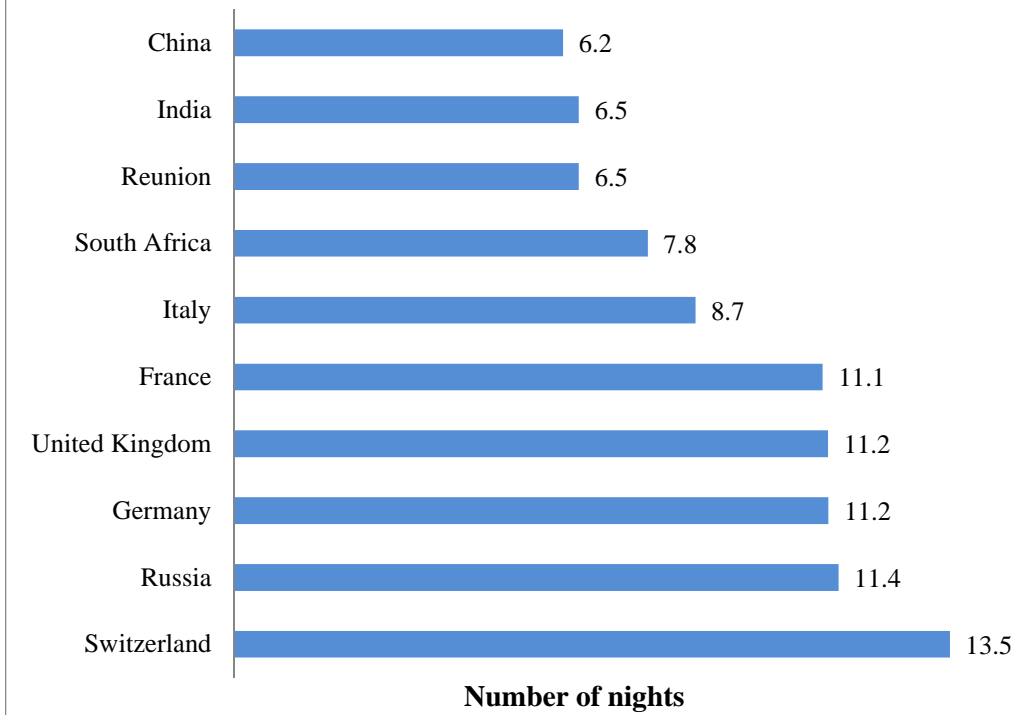
		<b>1<sup>st</sup> semester</b>	<b>1<sup>st</sup> quarter</b>	<b>2<sup>nd</sup> quarter</b>
<b>Purpose of visit</b>	Main purpose of visit :			
	Holiday	73%	78%	67%
	Honeymoon	15%	11%	19%
	Business	5%	4%	7%
	Visiting friends and relatives	3%	3%	2%
	Other	4%	4%	5%
	Total	100%	100%	100%
<b>Tours</b>	The proportion of tourists travelling on a package tour was :	63%	61%	66%
<b>Party size</b>	The average party size was :	2.2	2.2	2.2
<b>Accommodation</b>	Accommodation arrangements:			
	Hotel	78%	74%	82%
	Tourist residence	8%	9%	6%
	Friends and relatives	7%	7%	6%
	Guest house	6%	9%	3%
	Other	1%	1%	3%
	Total	100%	100%	100%
<b>Duration of visit</b>	The average number of nights spent by a tourist in Mauritius was :	9.5	10.2	8.7
<b>Expenditure</b>	The average expenditure (Rs) was :			
	Per tourist	44,000	45,000	43,000
	Per night	4,700	4,600	5,000
<b>Appreciation of visit</b>	Rating of Mauritius by tourists:			
	Beyond expectation	22%	19%	26%
	As expected	72%	74%	70%
	Below expectation	3%	4%	2%
	No response	3%	3%	2%
	Total	100%	100%	100%
<b>Return visit</b>	The proportion of tourists who visited Mauritius before was :	36%	39%	31%

Main tourist generating countries (Source : Passport & Immigration Office)	Country	1 <sup>st</sup>	1 <sup>st</sup>	2 <sup>nd</sup>
		semester	quarter	quarter
		Number of tourist arrivals		
	France	124,194	78,120	46,074
	Reunion	68,267	41,742	26,525
	United Kingdom	42,648	21,150	21,498
	South Africa	40,940	19,736	21,204
	India	31,837	13,402	18,435
	Germany	28,829	16,565	12,264
	China	17,090	9,323	7,767
	Italy	14,859	10,010	4,849
	Switzerland	11,989	7,502	4,487
	Russia	8,856	5,113	3,743
	Other	82,155	43,175	38,980
	Total	471,664	265,838	205,826

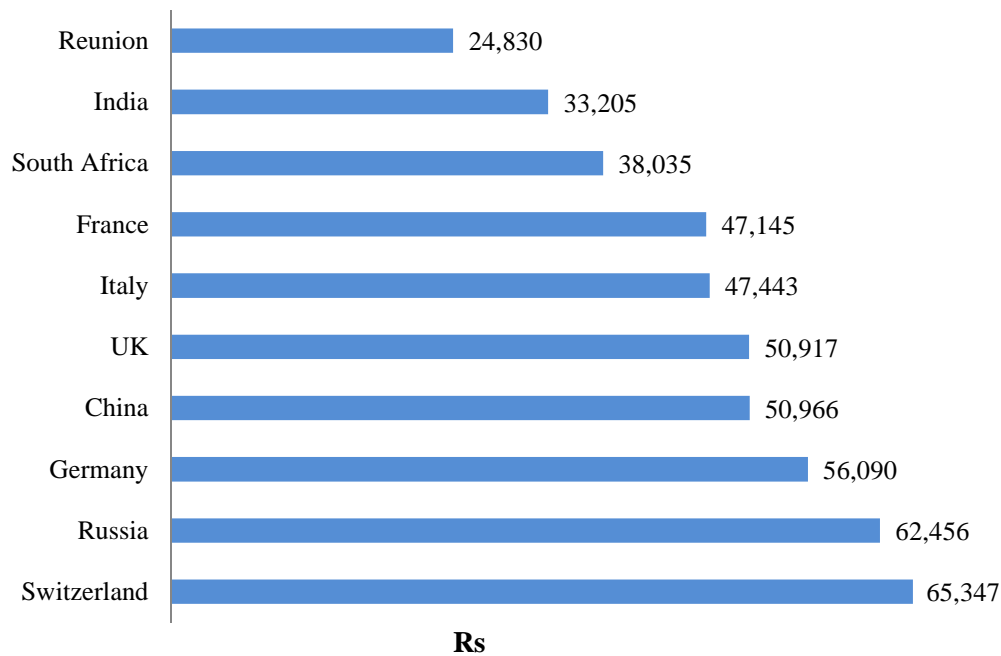
**Figure 1: Tourist arrivals from main tourist generating countries, 1<sup>st</sup> semester 2013**



**Figure 2: Duration of visit by selected country of residence, 1<sup>st</sup> semester 2013**



**Figure 3: Average expenditure (Rs) per tourist by selected country, 1<sup>st</sup> semester 2013**



## SECTION 2

**Table 1: Percentage distribution of tourists by country of residence and travel arrangement, 1<sup>st</sup> semester 2013**

Country of Residence	Package	Non-Package	Total
<b>Europe</b>	<b>68.1</b>	<b>31.9</b>	<b>100.0</b>
<i>of which:</i> France	63.7	36.3	100.0
Germany	78.5	21.5	100.0
Italy	80.5	19.5	100.0
Russia	40.9	59.1	100.0
Switzerland	68.1	31.9	100.0
United Kingdom	79.8	20.2	100.0
<b>Africa</b>	<b>48.8</b>	<b>51.2</b>	<b>100.0</b>
<i>of which:</i> Reunion	39.1	60.9	100.0
South Africa	75.4	24.6	100.0
<b>Asia</b>	<b>75.1</b>	<b>24.0</b>	<b>100.0</b>
<i>of which:</i> China	76.7	23.3	100.0
India	81.1	18.9	100.0
United Arab Emirates	45.2	54.8	100.0
<b>Oceania</b>	<b>40.2</b>	<b>59.8</b>	<b>100.0</b>
<i>of which:</i> Australia	41.2	58.8	100.0
<b>America</b>	<b>60.5</b>	<b>39.5</b>	<b>100.0</b>
<i>of which:</i> United States	20.8	79.2	100.0
<b>Total</b>	<b>63.0</b>	<b>36.9</b>	<b>100.0</b>

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 2: Average length of stay (nights) by country of residence and travel arrangement, 1<sup>st</sup> semester 2013**

Country of Residence		Package	Non-Package	Total
<b>Europe</b>		<b>9.2</b>	<b>16.2</b>	<b>11.3</b>
<i>of which:</i>	France	8.2	16.4	11.1
	Germany	11.2	11.5	11.2
	Italy	8.2	10.4	8.7
	Russia	9.6	13.3	11.4
	Switzerland	10.8	19.5	13.5
	United Kingdom	10.1	16.2	11.2
<b>Africa</b>		<b>6.5</b>	<b>8.6</b>	<b>7.5</b>
<i>of which:</i>	Reunion	5.6	7.1	6.5
	South Africa	7.2	10.1	7.8
<b>Asia</b>		<b>5.6</b>	<b>8.8</b>	<b>6.3</b>
<i>of which:</i>	China	5.5	8.8	6.2
	India	5.7	10.1	6.5
	United Arab Emirates	5.8	5.3	5.5
<b>Oceania</b>		<b>6.8</b>	<b>8.6</b>	<b>7.8</b>
<i>of which:</i>	Australia	6.7	8.1	7.4
<b>America</b>		<b>5.6</b>	<b>8.7</b>	<b>7.2</b>
<i>of which:</i>	United States	4.8	6.3	6.0
<b>Total</b>		<b>8.0</b>	<b>12.3</b>	<b>9.5</b>

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: Percentage distribution of tourists by main purpose of visit, 1<sup>st</sup> semester 2013.**

Purpose of visit	% of tourists
Holiday	73.0
Honeymoon	14.7
Business	5.4
Visiting friends/ relatives	2.9
To get married	0.4
Other	3.6
<b>Total</b>	<b>100.0</b>

**Table 4 (a): Percentage distribution of tourists by type of accommodation, 1<sup>st</sup> semester 2013**

Type of accommodation	% of tourists
Hotel	78.1
Guest House	5.9
In own villas/houses/bungalow/IRS	0.6
Tourist residence	7.7
With friends/ relatives	6.8
Other	0.9
<b>Total</b>	<b>100.0</b>

**Table 4 (b): Proportion of tourists staying in hotel by country of residence , 1<sup>st</sup> semester 2013**

Country of Residence	% of tourists
<b>Europe</b>	<b>80.0</b>
<i>of which:</i> France	75.5
Germany	88.5
Italy	89.0
Russia	68.2
Switzerland	78.5
United Kingdom	90.4
<b>Africa</b>	<b>67.4</b>
<i>of which:</i> Reunion	58.6
South Africa	88.5
<b>Asia</b>	<b>91.6</b>
<i>of which:</i> China	92.6
India	92.4
United Arab Emirates	83.9
<b>Oceania</b>	<b>75.8</b>
<i>of which:</i> Australia	77.6
<b>America</b>	<b>78.0</b>
<i>of which:</i> United States	70.8
<b>Total</b>	<b>78.1</b>

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: Average expenditure by country of residence, 1<sup>st</sup> semester 2013**

Country of Residence	Average expenditure per tourist (Rs)	Average expenditure per tourist per night (Rs)
<b>Europe</b>	<b>51,048</b>	<b>4,509</b>
<i>of which:</i> France	47,145	4,238
Germany	56,090	4,989
Italy	47,443	5,483
Russia	62,456	5,484
Switzerland	65,347	4,853
United Kingdom	50,917	4,540
<b>Africa</b>	<b>30,586</b>	<b>4,100</b>
<i>of which:</i> Reunion	24,830	3,824
South Africa	38,035	4,869
<b>Asia</b>	<b>42,018</b>	<b>6,698</b>
<i>of which:</i> China	50,966	8,183
India	33,205	5,132
United Arab Emirates	42,142	7,652
<b>Oceania</b>	<b>41,220</b>	<b>5,451</b>
<i>of which:</i> Australia	42,032	5,645
<b>America</b>	<b>42,444</b>	<b>5,816</b>
<i>of which:</i> United States	29,222	4,888
<b>Total</b>	<b>43,992</b>	<b>4,734</b>

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 and travel arrangement, 1<sup>st</sup> semester 2013**

Country of Residence	Expenditure per tourist per night (Rs)		
	Package	Non Package	Total
<b>Europe</b>	<b>5,755</b>	<b>2,966</b>	<b>4,509</b>
<i>of which:</i> France	5,961	2,665	4,238
Germany	4,944	5,154	4,989
Italy	5,891	4,098	5,483
Russia	7,666	3,798	5,484
Switzerland	6,121	3,247	4,853
United Kingdom	5,213	2,693	4,540
<b>Africa</b>	<b>5,195</b>	<b>3,191</b>	<b>4,100</b>
<i>of which:</i> Reunion	4,868	3,255	3,824
South Africa	5,425	3,373	4,869
<b>Asia</b>	<b>7,786</b>	<b>4,519</b>	<b>6,698</b>
<i>of which:</i> China	9,550	5,267	8,183
India	5,883	3,092	5,132
United Arab Emirates	10,529	5,348	7,652
<b>Oceania</b>	<b>5,945</b>	<b>5,130</b>	<b>5,451</b>
<i>of which:</i> Australia	6,008	5,383	5,645
<b>America</b>	<b>8,017</b>	<b>4,503</b>	<b>5,817</b>
<i>of which:</i> United States	8,147	4,110	4,888
<b>Total</b>	<b>5,997</b>	<b>3,290</b>	<b>4,734</b>

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.

## SECTION 3 - METHODOLOGY

### 1. Objective

The objective of the survey is to gather information on tourists visiting Mauritius, mainly on their spending pattern, purpose and frequency of visits, accommodation and rating of the Mauritian destination.

### 2. Data collection

#### Survey period

The survey is being conducted during two consecutive weeks of each month during the year 2013. During the first week, flights departing between 6.30 and 14.30 hours are covered and during the second week, flights departing between 14.30 hours and midnight are covered.

#### Target population

Tourists leaving Mauritius by air.

#### Questionnaire design

The questionnaire comprises 30 questions (Annex).

#### Data collection method

Data are collected on tablet PCs, face to face interviewing technique is used.

#### Response rate

Around 81 % of the tourists who were approached during the first semester of 2013 responded positively. Non-respondents were mostly those who did not have enough time due to their late arrival for check-in formalities.

#### Fieldstaff

The fieldstaff comprised 14 interviewers, 2 supervisors and 1 senior supervisor.

#### Consistency and validation checks

The data capture software 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. Sampling

#### Sampling method

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 5,515 interviews was conducted during the 1<sup>st</sup> semester of 2013, covering 12,049 tourists.

### 4. Weighting methodology

The survey results were benchmarked to data on tourist arrivals during the first semester of 2013, as obtained from the Passport and Immigration Office. The variable "country of residence" was used in weighting the survey data.

Table 7 shows the distribution of the survey respondents by country of residence compared to that of tourist arrivals in the 1<sup>st</sup> semester of year 2013.

**Table 7: Distribution of parties and persons by country of residence, 1<sup>st</sup> semester 2013**

Country of Residence		Survey of Inbound Tourism				Passport and Immigration Office	
		Parties		Tourists		Actual number of tourist arrivals	
		No.	%	No.	%	No.	%
<b>Europe</b>		<b>2,794</b>	<b>50.7</b>	<b>6,056</b>	<b>50.3</b>	<b>264,200</b>	<b>56.0</b>
<i>of which:</i>	France	1,198	21.7	2,657	22.1	124,194	26.3
	Germany	330	6.0	687	5.7	28,829	6.1
	Italy	154	2.8	323	2.7	14,859	3.2
	Russia	22	0.4	54	0.4	8,856	1.9
	Switzerland	135	2.4	275	2.3	11,989	2.5
	United Kingdom	741	13.4	1,600	13.3	42,648	9.0
<b>Africa</b>		<b>1,661</b>	<b>30.1</b>	<b>3,738</b>	<b>31.0</b>	<b>127,018</b>	<b>26.9</b>
<i>of which:</i>	Reunion	555	10.1	1,332	11.1	68,267	14.5
	South Africa	886	16.1	1,985	16.5	40,940	8.7
<b>Asia</b>		<b>865</b>	<b>15.7</b>	<b>1,816</b>	<b>15.1</b>	<b>64,124</b>	<b>13.6</b>
<i>of which:</i>	China	163	3.0	373	3.1	17,090	3.6
	India	556	10.1	1,194	9.9	31,837	6.7
	United Arab Emirates	31	0.6	69	0.6	3,946	0.8
<b>Oceania</b>		<b>90</b>	<b>1.6</b>	<b>179</b>	<b>1.5</b>	<b>8,198</b>	<b>1.7</b>
<i>of which:</i>	Australia	85	1.5	168	1.4	7,813	1.7
<b>America</b>		<b>105</b>	<b>1.9</b>	<b>215</b>	<b>1.8</b>	<b>7,642</b>	<b>1.6</b>
<i>of which:</i>	United States	24	0.4	46	0.4	2,811	0.6
<b>Total</b>		<b>5,515</b>	<b>100.0</b>	<b>12,049</b>	<b>100.0</b>	<b>471,664</b>	<b>100.0</b>

## SECTION 4 - CONCEPTS AND DEFINITIONS

The concepts and definitions are based on the recommendations of the World Tourism Organisation.

### **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.

### **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.

### **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.

### **Expenditure**

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.

**ANNEX**

**CONFIDENTIAL**

Serial No.

**Republic of Mauritius  
STATISTICS MAURITIUS  
SURVEY OF INBOUND TOURISM 2013**

Interviewer:- .....

Coded by :.....

Day & date of interview : .....

Input by :.....

**MODULE A**

1 When did you arrive in Mauritius ? .....   
*Quand êtes-vous arrivé à l'île Maurice?*

2 (i) By which flight did you arrive? .....  (ii) By which flight are you departing ? .....   
*Par quel vol êtes-vous arrivé? Par quel vol partez-vous?*

3 Age - Group / *Groupe d'âge* 2(iii) Class of flight 1 2 3  
15 - < 20 ... 1 20 - < 30 ... 2 30 - < 40 ... 3  
40 - < 50 ... 4 50 - < 60 ... 5 60 & over ... 6

4 Gender: M ... 1 F ... 2 5 a. Country of residence : ..... 5 b Nationality:.....  
*Genre Pays de résidence Nationalité.....*

6 Occupation / *Profession* : .....

7 Are you travelling alone? / *Voyagez-vous seul?* Yes ... 1 No ... 2

(i) State group size Group size .....  
(a) If in a group, state number of persons (including you) who are sharing common expenditure .....   
*Si en groupe, combien de personnes (y compris vous) ont fait des dépenses communes (party size)*  
(b) Of which 12 years of age or less .....   
*Dont celles âgées de 12 ans ou moins*

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

9 What was the main purpose of your visit to Mauritius?  
*Quelle était la raison principale de votre séjour à l'île Maurice?*  
Holidays ... 1 Honeymoon ... 2 Business ... 3 Medical ... 4  
*Vacances Lune de miel Affaires Medical*  
Studies ... 5 Transit ... 6 Cultural event ... 7 Religion/pilgrimage ... 8  
*Etudes En transit Fete Religion/pelerinage*  
VFR ... 9 Sports ... 10 Shopping ... 11 Group & incentives ... 12  
*En visite chez des parents/amis Activités sportives Achats Groupe & motivation*  
Secondary residence/ *Residence secondaire* ... 13 *Wedding (get married)..... 14* Other (Specify)/Autre (Spécifier) #  
*Se marier*

**FOR PURPOSE OF VISIT 1 & 2 ONLY ( ELSE SKIP TO Q. 11 )**

10 How did you first come to know about Mauritius?  
*Comment avez-vous connu l'île Maurice pour la première fois?*  
Publicity in newspapers / magazines / films ... 1 Friends / words of mouth ... 2  
*La publicité dans les journaux / magazines / films Amis / de bouche à oreille*  
Incentive trips organised by your employer ... 3 Travel Agencies / Tour operators ... 4  
*Tours organisés par votre employeur Agences de voyages / Tours opérateurs*  
Internet ... 5 Other, specify ..... 6  
*L'internet Autre, spécifier*

11 What motivated you most to choose Mauritius? (**Please rank in order of importance, MAXIMUM 3**)  
*Qu'est-ce qui vous a poussé à choisir l'île Maurice?*

A. Tropical image / <i>Image Tropicale</i> ... ..	<input type="text"/>	H. Accessibility / <i>Accès facile</i> ... ..	<input type="text"/>
B. History & Culture / <i>Histoire &amp; Culture</i> ... ..	<input type="text"/>	I. Our people / <i>La population</i> ... ..	<input type="text"/>
C. Price of the destination / <i>Prix de la destination</i>	<input type="text"/>	J. Beaches / <i>Plages</i> ... ..	<input type="text"/>
D. High standard of hotel / <i>Haut niveau des hotels</i>	<input type="text"/>	K. Shopping / <i>Achats</i> ... ..	<input type="text"/>
E. Suitable accommodation in non-hotel / <i>Logement approprié ailleurs</i>	<input type="text"/>	L. Spa ... ..	<input type="text"/>
F. Safe destination / <i>destination sûre</i> ... ..	<input type="text"/>	M. Ecotourism ... ..	<input type="text"/>
G. Sports (Specify / <i>Spécifier</i> )	<input type="text"/>	N. Other / <i>Autre (Specify / Spécifier)</i>	<input type="text"/>

12(a) 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

12(b) How was the booking made?/ *Comment a été faite la réservation?* (i) Tour operator, travel agent / *Tour operateur, Agent de voyage* ...    
(ii) Direct booking through Internet/ *Réservation directe à travers L'internet* ...    
(iii) Other.....

Flight  
Accommodation

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

Business ... .. 1	Sight seeing 2	Beaches ... 3	Visiting National parks ... 4
<i>Affaires</i>	<i>Excursion</i>	<i>Plages</i>	<i>Visite aux parcs nationaux</i>
Visiting museum ... 5	Casino ... 6	Cultural event 7	Shopping ... .. 8
<i>Visite au musée</i>	<i>Casino</i>	<i>Fete</i>	<i>Achats</i>
VFR ... .. 9	Nautical sports 10	Other sports 11	Other (Specify) ..... 12
<i>En visite chez des parents/amis</i>	<i>Sports nautiques</i>	<i>Autres sports</i>	<i>Autre (Spécifier)</i>

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

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

14(b) Please state the name and place where you stayed / *Veillez mentionner le nom et le lieu de votre hébergement :*

Name / *Nom* .....  Location / *Lieu* .....

15 Are you on a package tour? / *Faites-vous partie d'un voyage à forfait?* Yes ... 1 No ... 2 **IF NO SKIP TO Q. 18**  
*(i.e Airfare + Accommodation + other services / c.à.d. Billet d'avion + Hébergement + autres prestations)*

**MODULE B**  
**PACKAGE TOUR**

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

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

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

(c) Duration of package tour / *Quelle est la durée du voyage à forfait?* .....  nights / *nuits*

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? (Veillez classer en ordre de visite)*

(a) .....  (b) .....  (c) .....

18 What was the amount 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. 21**

**NON PACKAGE TOUR**

19 Price of airfare per adult / *Quel est le prix du billet d'avion par adulte ?* Currency ..... Amount .....

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20(a) 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: ..... 

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(b) 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: ..... 

--	--

20b(ii) Sleeping and meal arrangement:

Bed only	<input type="checkbox"/>
Bed & Breakfast	<input type="checkbox"/>
Half-board	<input type="checkbox"/>
Full-board	<input type="checkbox"/>
All inclusive	<input type="checkbox"/>
Free	<input type="checkbox"/>

21 Please state the total amount you and your party spent on :  
*Veillez mentionner le montant que vous et le groupe faisant dépenses communes avez dépensé sur :*

	Currency	Amount
(a) Food & Beverages <i>Repas et boissons</i>	.....	.....
(b) Public transport <i>Transport en commun</i>	.....	.....
(c) Car hire <i>Location de voiture</i>	.....	.....
(d) Sightseeing <i>Excursions</i>	.....	.....
(e) Entertainment & Recreation <i>Loisirs</i>	.....	.....
(f) Duty free shopping <i>Achats hors taxe</i>	.....	.....
(g) Shopping (others) <i>Autre achats</i>	.....	.....
(h) others <i>Autres</i>	.....	.....
<b>Total</b>	.....	.....

**MODULE C**

22 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 <i>Ne sais</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

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

	Very Poor	Poor	Satisfactory	Good	Excellent	Don't <i>Know</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
Sightseeing & Excursions / <i>Les excursions</i>	1	2	3	4	5	9
Taxi / <i>Taxi</i>	1	2	3	4	5	9

Gastronomy / Cuisine ... .. 1 2 3 4 5 9

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

In hotel / A L'hotel ... .. 1 2 3 4 5 9  
 In non-hotel accommodation / En dehors des hotels 1 2 3 4 5 9  
 By taxi / En taxi ... .. 1 2 3 4 5 9  
 On the beaches / Sur nos plages ... .. 1 2 3 4 5 9  
 In Public Places / Sur les lieux publiques ... .. 1 2 3 4 5 9  
 On Tourist sites / Sur les sites touristiques ... .. 1 2 3 4 5 9  
 In Mauritius / A l'île Maurice ... .. 1 2 3 4 5

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

	Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know
On the beaches / Sur nos plages ... ..	1	2	3	4	5	9
In lagoons / Dans les lagons ... ..	1	2	3	4	5	9
In Public places / Sur les lieux publiques ... ..	1	2	3	4	5	9
On Tourist sites / Sur les sites touristiques ... ..	1	2	3	4	5	9
In Accommodation / Lieu hébergement ... ..	1	2	3	4	5	9
In Mauritius / A l'île Maurice ... ..	1	2	3	4	5	

26 (a)(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 Q. 27**

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

iii) When did you visit the island mentioned in 26 a (ii).....  
 Quand avez vous visité l'île mentionnée à la question 26 a (ii)

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

27 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	As expected Comme attendu	Beyond expectation Au delà des attentes
1	2	3

28 (a) Are you likely to visit Mauritius within the next two years? Yes ... 1 No ... 2  
 Comptez-vous y revenir avant deux ans?

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

**MODULE D**

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

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

30 Have you any specific recommendations to improving the destination?