

# SURVEY OF INBOUND TOURISM

January to September 2013

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## SECTION 1 - MAIN FINDINGS

### January to September 2013

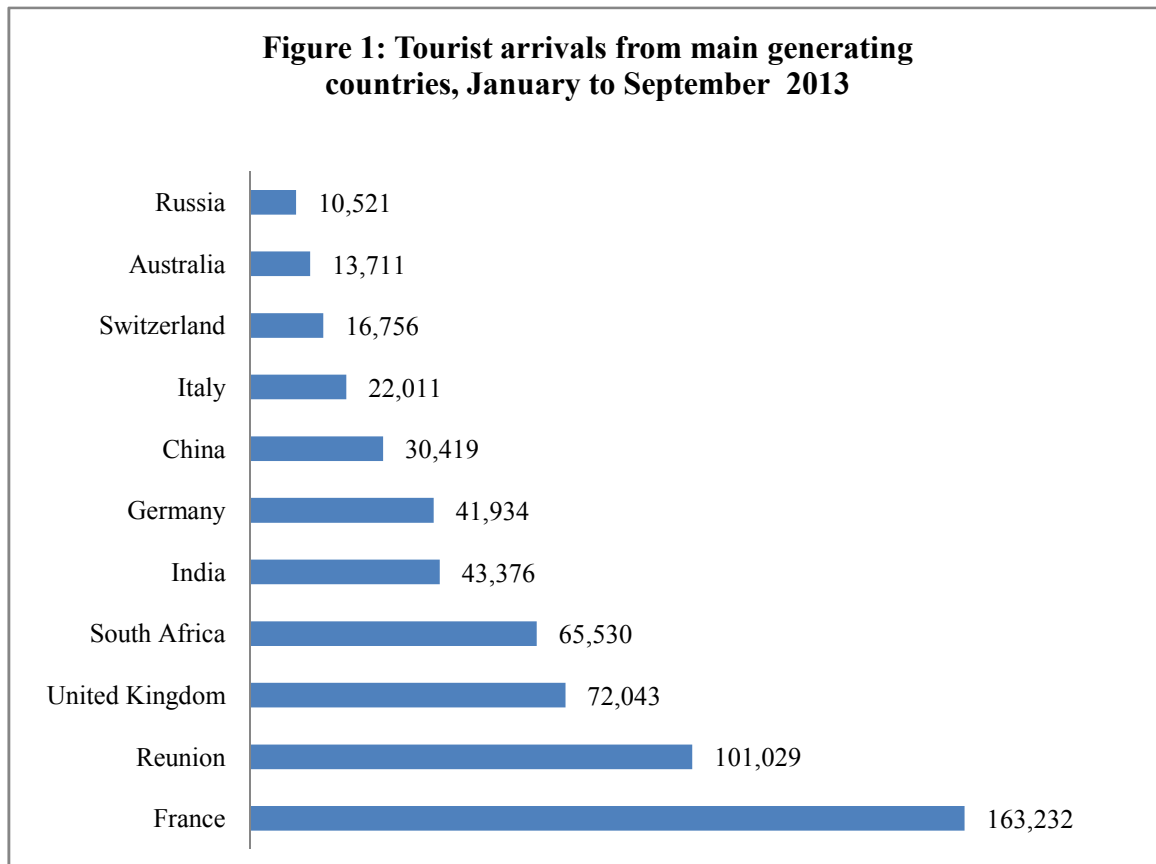
#### Introduction

This report presents the main results of the survey of Inbound Tourism for the period January to September 2013. During the survey, data was collected from departing tourists at Sir Seewoosagur Ramgoolam airport.

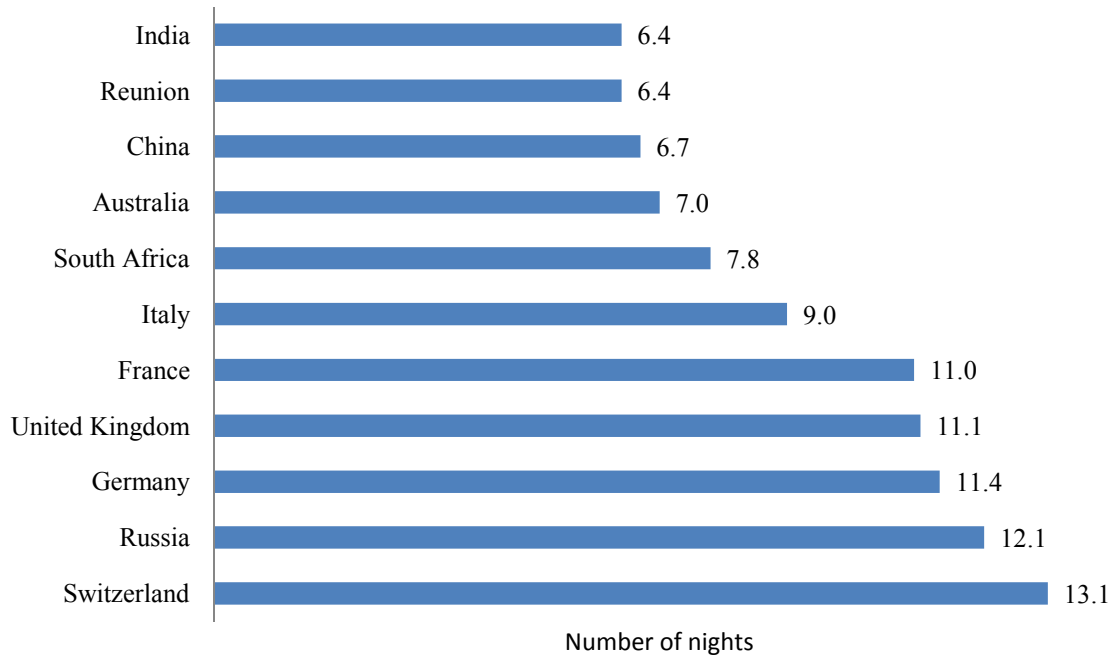
		January to September 2013	1 <sup>st</sup> quarter	2 <sup>nd</sup> quarter	3 <sup>rd</sup> quarter
<b>Purpose of visit</b>	Main purpose of visit :				
	Holiday	72%	78%	67%	70%
	Honeymoon	16%	11%	19%	19%
	Business	5%	4%	7%	4%
	Visiting friends and relatives	3%	3%	2%	3%
	Other	4%	4%	5%	4%
	Total	100%	100%	100%	100%
<b>Tours</b>	The proportion of tourists travelling on a package tour was :	64%	61%	66%	67%
<b>Party size</b>	The average party size was :	2.2	2.2	2.2	2.2
<b>Accommodation</b>	Accommodation arrangements:				
	Hotel	79%	74%	82%	82%
	Tourist residence	7%	9%	6%	5%
	Friends and relatives	7%	7%	6%	6%
	Guest house	5%	9%	3%	4%
	Other	2%	1%	3%	3%
	Total	100%	100%	100%	100%
<b>Duration of visit</b>	The average number of nights spent by a tourist in Mauritius was :	9.3	10.2	8.7	8.9
<b>Expenditure</b>	The average expenditure (Rs) was :				
	Per tourist	43,000	45,000	43,000	40,500
	Per night	4,700	4,600	5,000	4,600
<b>Appreciation of visit</b>	Rating of Mauritius by tourists:				
	Beyond expectation	24%	19%	26%	30%
	As expected	70%	74%	70%	66%
	Below expectation	3%	4%	2%	3%
	No response	2%	3%	2%	1%
	Total	100%	100%	100%	100%
<b>Return visit</b>	The proportion of tourists who visited Mauritius before was :	33%	39%	31%	28%

<b>Main tourist generating countries</b> <i>(Source : Passport &amp; Immigration Office)</i>	<b>Country</b>	<b>Jan-Sept 2013</b>	<b>1<sup>st</sup> quarter</b>	<b>2<sup>nd</sup> quarter</b>	<b>3<sup>rd</sup> quarter</b>
		<b>Number of tourist arrivals</b>			
	France	163,232	78,120	46,074	39,038
	Reunion	101,029	41,742	26,525	32,762
	United Kingdom	72,043	21,150	21,498	29,395
	South Africa	65,530	19,736	21,204	24,590
	India	43,376	13,402	18,435	11,539
	Germany	41,934	16,565	12,264	13,105
	China	30,419	9,323	7,767	13,329
	Italy	22,011	10,010	4,849	7,152
	Switzerland	16,756	7,502	4,487	4,767
	Australia	13,711	3,028	4,785	5,898
	Russia	10,521	5,113	3,743	1,665
	Other	113,881	40,147	34,195	39,539
	<b>Total</b>	<b>694,443</b>	<b>265,838</b>	<b>205,826</b>	<b>222,779</b>

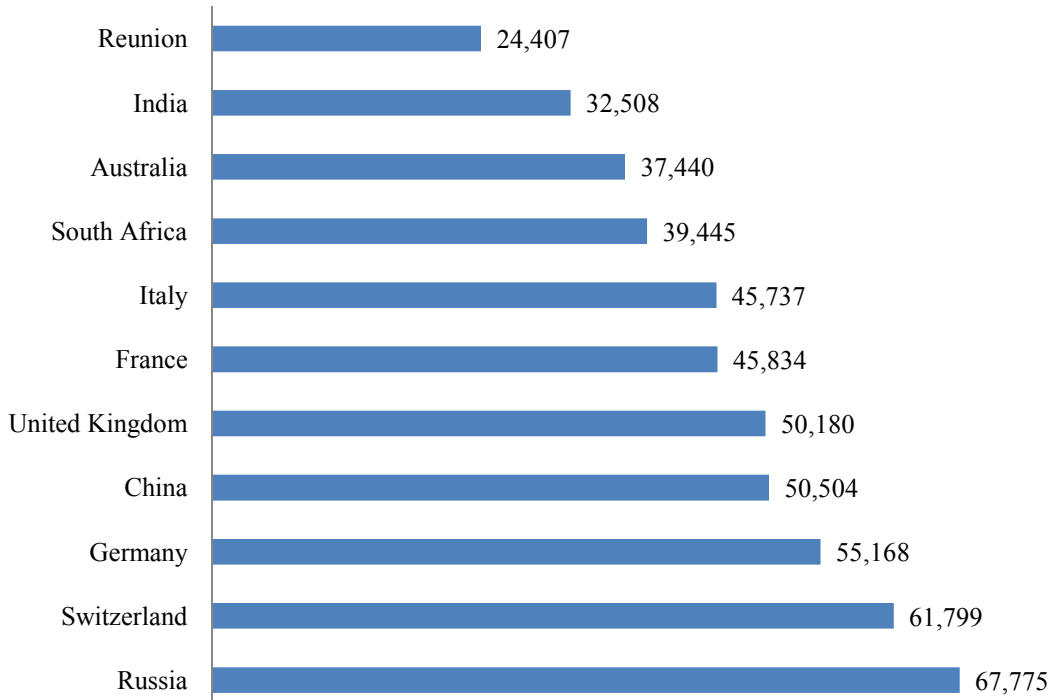
**Figure 1: Tourist arrivals from main generating countries, January to September 2013**



**Figure 2: Duration of visit by selected country of residence, January to September 2013**



**Figure 3: Average expenditure (Rs) per tourist by selected country, January to September 2013**



## SECTION 2

**Table 1: Percentage distribution of tourists by country of residence and travel arrangement, January to September 2013.**

Country of Residence	Package	Non-Package	Total
<b>Europe</b>	<b>70.1</b>	<b>29.9</b>	<b>100.0</b>
<i>of which:</i> France	64.8	35.2	100.0
Germany	78.7	21.3	100.0
Italy	81.3	18.8	100.0
Russia	41.9	58.1	100.0
Switzerland	69.2	30.8	100.0
United Kingdom	82.8	17.2	100.0
<b>Africa</b>	<b>49.6</b>	<b>50.4</b>	<b>100.0</b>
<i>of which:</i> Reunion	38.7	61.3	100.0
South Africa	77.7	22.3	100.0
<b>Asia</b>	<b>75.9</b>	<b>24.1</b>	<b>100.0</b>
<i>of which:</i> China	81.4	18.6	100.0
India	82.4	17.6	100.0
United Arab Emirates	39.7	60.3	100.0
<b>Oceania</b>	<b>38.6</b>	<b>61.4</b>	<b>100.0</b>
<i>of which:</i> Australia	39.5	60.5	100.0
<b>America</b>	<b>45.2</b>	<b>54.8</b>	<b>100.0</b>
<i>of which:</i> United States	16.7	83.3	100.0
<b>Total</b>	<b>64.1</b>	<b>35.9</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, January to September 2013.**

Country of Residence		Package	Non-Package	Total
<b>Europe</b>		<b>9.4</b>	<b>15.6</b>	<b>11.3</b>
<i>of which:</i>	France	8.4	15.9	11.0
	Germany	11.2	12.0	11.4
	Italy	8.6	11.2	9.0
	Russia	9.8	14.5	12.1
	Switzerland	10.6	18.9	13.1
	United Kingdom	10.3	15.1	11.1
<b>Africa</b>		<b>6.6</b>	<b>8.5</b>	<b>7.5</b>
<i>of which:</i>	Reunion	5.6	7.0	6.4
	South Africa	7.4	9.9	7.8
<b>Asia</b>		<b>5.7</b>	<b>8.9</b>	<b>6.3</b>
<i>of which:</i>	China	5.7	11.2	6.7
	India	5.7	9.9	6.4
	United Arab Emirates	6.3	5.4	5.7
<b>Oceania</b>		<b>6.1</b>	<b>8.3</b>	<b>7.4</b>
<i>of which:</i>	Australia	6.0	7.7	7.0
<b>America</b>		<b>5.7</b>	<b>8.3</b>	<b>7.0</b>
<i>of which:</i>	United States	4.9	6.4	6.0
<b>Total</b>		<b>8.1</b>	<b>11.7</b>	<b>9.3</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, January to September 2013.**

Purpose of visit	% of tourists
Holiday	71.6
Honeymoon	16.4
Business	5.2
Visiting friends/relatives	2.7
To get married	0.4
Other	3.6
<b>Total</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 4 (a): Percentage distribution of tourists by type of accommodation, January to September 2013.**

Type of accommodation	% of tourists
Hotel	79.4
Guest House	5.4
In own villas/houses/bungalow/IRS	0.8
Tourist residence	7.0
With friends/ relatives	6.6
Other	0.8
<b>Total</b>	<b>100.0</b>

**Table 4 (b): Proportion of tourists staying in hotel by country of residence , January to September 2013.**

Country of Residence	% of tourists
<b>Europe</b>	<b>81.9</b>
<i>of which:</i> France	75.9
Germany	89.8
Italy	90.4
Russia	74.2
Switzerland	80.5
United Kingdom	91.7
<b>Africa</b>	<b>68.0</b>
<i>of which:</i> Reunion	58.4
South Africa	89.3
<b>Asia</b>	<b>92.9</b>
<i>of which:</i> China	94.8
India	93.1
United Arab Emirates	87.9
<b>Oceania</b>	<b>75.3</b>
<i>of which:</i> Australia	76.5
<b>America</b>	<b>79.7</b>
<i>of which:</i> United States	72.2
<b>Total</b>	<b>79.4</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, January to September 2013.**

<b>Country of Residence</b>	<b>Average expenditure per tourist (Rs)</b>	<b>Average expenditure per tourist per night (Rs)</b>
<b>Europe</b>	<b>49,615</b>	<b>4,479</b>
<i>of which:</i> France	45,834	4,172
Germany	55,168	4,845
Italy	45,737	5,055
Russia	67,775	5,593
Switzerland	61,799	4,703
United Kingdom	50,180	4,533
<b>Africa</b>	<b>31,258</b>	<b>4,173</b>
<i>of which:</i> Reunion	24,407	3,790
South Africa	39,445	5,032
<b>Asia</b>	<b>41,481</b>	<b>6,569</b>
<i>of which:</i> China	50,504	7,591
India	32,508	5,114
United Arab Emirates	42,319	7,377
<b>Oceania</b>	<b>36,899</b>	<b>5,194</b>
<i>of which:</i> Australia	37,440	5,362
<b>America</b>	<b>40,949</b>	<b>5,792</b>
<i>of which:</i> United States	30,075	4,977
<b>Total</b>	<b>42,893</b>	<b>4,725</b>



**Table 6: Average expenditure by country of residence and travel arrangement, January to September 2013.**

Country of Residence	Expenditure per tourist per night (Rs)		
	Package	Non-Package	Total
<b>Europe</b>	<b>5,509</b>	<b>2,960</b>	<b>4,479</b>
<i>of which:</i> France	5,766	2,606	4,172
Germany	4,864	4,776	4,845
Italy	5,515	3,507	5,055
Russia	7,973	3,887	5,593
Switzerland	5,851	3,243	4,703
United Kingdom	4,988	2,902	4,533
<b>Africa</b>	<b>5,286</b>	<b>3,191</b>	<b>4,173</b>
<i>of which:</i> Reunion	4,935	3,168	3,790
South Africa	5,475	3,536	5,032
<b>Asia</b>	<b>7,710</b>	<b>4,293</b>	<b>6,569</b>
<i>of which:</i> China	9,140	3,918	7,591
India	5,790	3,100	5,114
United Arab Emirates	9,712	5,722	7,377
<b>Oceania</b>	<b>6,346</b>	<b>4,508</b>	<b>5,194</b>
<i>of which:</i> Australia	6,431	4,691	5,362
<b>America</b>	<b>7,293</b>	<b>4,751</b>	<b>5,792</b>
<i>of which:</i> United States	7,584	4,352	4,977
<b>Total</b>	<b>5,861</b>	<b>3,277</b>	<b>4,725</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 80 % of the tourists who were approached during the first nine months 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 7,475 interviews was conducted during the first nine months of 2013, covering 16,597 tourists.

### 4. Weighting methodology

The survey results were benchmarked to data on tourist arrivals during the first nine months 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 first nine months of 2013.

**Table 7: Distribution of parties and persons by country of residence, January to September 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>3,842</b>	<b>51.4</b>	<b>8,353</b>	<b>50.3</b>	<b>374,540</b>	<b>53.9</b>
<i>of which:</i> France	1,480	19.8	3,267	19.7	163,232	23.5
Germany	469	6.3	991	6.0	41,934	6.0
Italy	240	3.2	502	3.0	22,011	3.2
Russia	31	0.4	68	0.4	10,521	1.5
Switzerland	169	2.3	349	2.1	16,756	2.4
United Kingdom	1,120	15.0	2,442	14.7	72,043	10.4
<b>Africa</b>	<b>2,211</b>	<b>29.6</b>	<b>5,205</b>	<b>31.4</b>	<b>195,213</b>	<b>28.1</b>
<i>of which:</i> Reunion	729	9.8	1,732	10.4	101,029	14.5
South Africa	1,195	16.0	2,917	17.6	65,530	9.4
<b>Asia</b>	<b>1,155</b>	<b>15.5</b>	<b>2,488</b>	<b>15.0</b>	<b>98,550</b>	<b>14.2</b>
<i>of which:</i> China	291	3.9	655	3.9	30,419	4.4
India	641	8.6	1,380	8.3	43,376	6.2
United Arab Emirates	58	0.8	129	0.8	6,444	0.9
<b>Oceania</b>	<b>129</b>	<b>1.7</b>	<b>258</b>	<b>1.6</b>	<b>14,360</b>	<b>2.1</b>
<i>of which:</i> Australia	34	0.5	68	0.4	13,711	2.0
<b>America</b>	<b>138</b>	<b>1.8</b>	<b>293</b>	<b>1.8</b>	<b>11,107</b>	<b>1.6</b>
<i>of which:</i> United States	36	0.5	71	0.4	4,215	0.6
<b>Total</b>	<b>7,475</b>	<b>100.0</b>	<b>16,597</b>	<b>100.0</b>	<b>694,443</b>	<b>100.0</b>

## SECTION 4 - CONCEPTS AND DEFINITION

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.



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

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

- 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'hôtel</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                  |                                |                         |
| <i>Tous inclus</i>         | <i>Autre, spécifier</i> .....   | 10                             |                         |

- (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 .....

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: .....

(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   
 Bed & Breakfast   
 Half-board   
 Full-board   
 All inclusive   
 Free

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 Know <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 Know
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 / <i>Cuisine</i>	1	2	3	4	5	9

24	How would you evaluate the level of security? / <i>Comment évaluez-vous le niveau de sécurité?</i>							
	In hotel / A L'hotel	...	...	...	...	...	...	...
	In non-hotel accommodation / <i>En dehors des hotels</i>	1	2	3	4	5	9	
	By taxi / <i>En taxi</i>	1	2	3	4	5	9	
	On the beaches / <i>Sur nos plages</i>	1	2	3	4	5	9	
	In Public Places / <i>Sur les lieux publiques</i>	1	2	3	4	5	9	
	On Tourist sites / <i>Sur les sites touristiques</i>	1	2	3	4	5	9	
	In Mauritius / <i>A l'île Maurice</i>	1	2	3	4	5	9	

25	How would you evaluate the state of the environment? / <i>Comment évaluez-vous l'état de l'environnement?</i>							
		Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know	
	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	

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

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

Below expectation	As expected	Beyond expectation
<i>En dessous des attentes</i>	<i>Comme attendu</i>	<i>Au delà des attentes</i>
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"/>	5. ....	<input type="text"/>
2. ....	<input type="text"/>	6. ....	<input type="text"/>
3. ....	<input type="text"/>	7. ....	<input type="text"/>
4. ....	<input type="text"/>	8. ....	<input type="text"/>

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

(a) .....

(b) .....