

SURVEY OF INBOUND TOURISM

Year 2013

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SECTION 1 - MAIN FINDINGS
Year 2013

Introduction This report presents the main results of the survey of Inbound Tourism for the year 2013. During the survey, data was collected from departing tourists at Sir Seewoosagar Ramgoolam airport.

		Year 2013	1st quarter	2nd quarter	3rd quarter	4th quarter
Purpose of visit	Main purpose of visit :					
	Holiday	71%	78%	67%	70%	71%
	Honeymoon	17%	11%	19%	19%	20%
	Business	5%	4%	7%	4%	4%
	Visiting friends and relatives	3%	3%	2%	3%	2%
	Other	4%	4%	5%	4%	3%
	Total	100%	100%	100%	100%	100%
Tours	The proportion of tourists travelling on a package tour was :	66%	61%	66%	67%	71%
Party size	The average party size was :	2.2	2.2	2.2	2.2	2.2
Accommodation	Accommodation arrangements:					
	Hotel	80%	74%	82%	82%	83%
	Tourist residence	7%	9%	6%	5%	5%
	Friends and relatives	6%	7%	6%	6%	5%
	Guest house	5%	9%	3%	4%	5%
	Other	2%	1%	3%	3%	2%
	Total	100%	100%	100%	100%	100%
Duration of visit	The average number of nights spent by a tourist in Mauritius was :	9.2	10.2	8.7	8.9	8.8
Expenditure <i>(revised)</i>	The average expenditure (Rs) was :					
	Per tourist	42,200	43,700	41,400	39,000	43,100
	Per night	4,600	4,500	4,800	4,500	4,900
Appreciation of visit	Rating of Mauritius by tourists:					
	Beyond expectation	26%	19%	26%	30%	28%
	As expected	70%	74%	70%	66%	68%
	Below expectation	3%	4%	2%	3%	3%
	No response	2%	3%	2%	1%	2%
	Total	100%	100%	100%	100%	100%
Return visit	The proportion of tourists who visited Mauritius before was :	32%	39%	31%	28%	29%

Main tourist generating countries (Source : Passport & Immigration Office)	Country	Year 2013	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter
		Number of tourist arrivals				
	France	244,752	78,120	46,074	39,038	81,520
	Reunion	143,114	41,742	26,525	32,762	42,085
	United Kingdom	98,017	21,150	21,498	29,395	25,974
	South Africa	94,208	19,736	21,204	24,590	28,678
	India	57,255	13,402	18,435	11,539	13,879
	Germany	60,530	16,565	12,264	13,105	18,596
	China	41,913	9,323	7,767	13,329	11,494
	Italy	31,205	10,010	4,849	7,152	9,194
	Switzerland	27,756	7,502	4,487	4,767	11,000
	Australia	18,393	3,028	4,785	5,898	4,682
	Russia	14,905	5,113	3,743	1,665	4,384
	Other	161,058	40,147	34,195	39,539	47,177
	Total	993,106	265,838	205,826	222,779	298,663

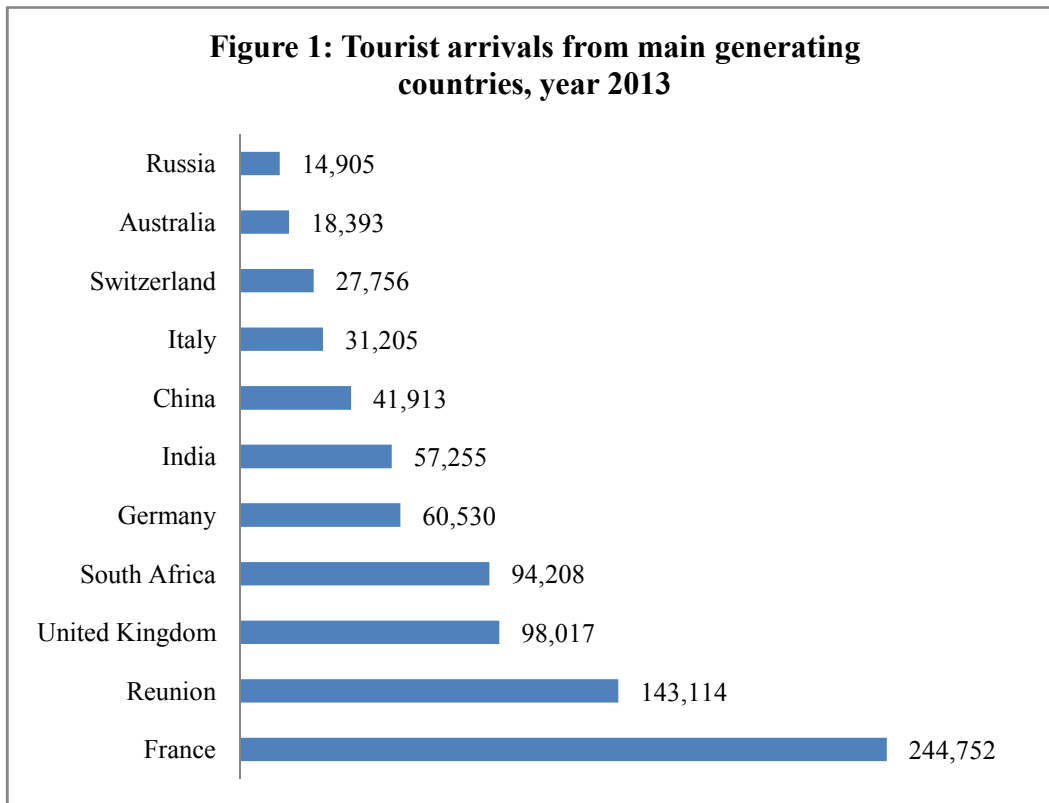


Figure 2: Duration of visit by selected country of residence, year 2013

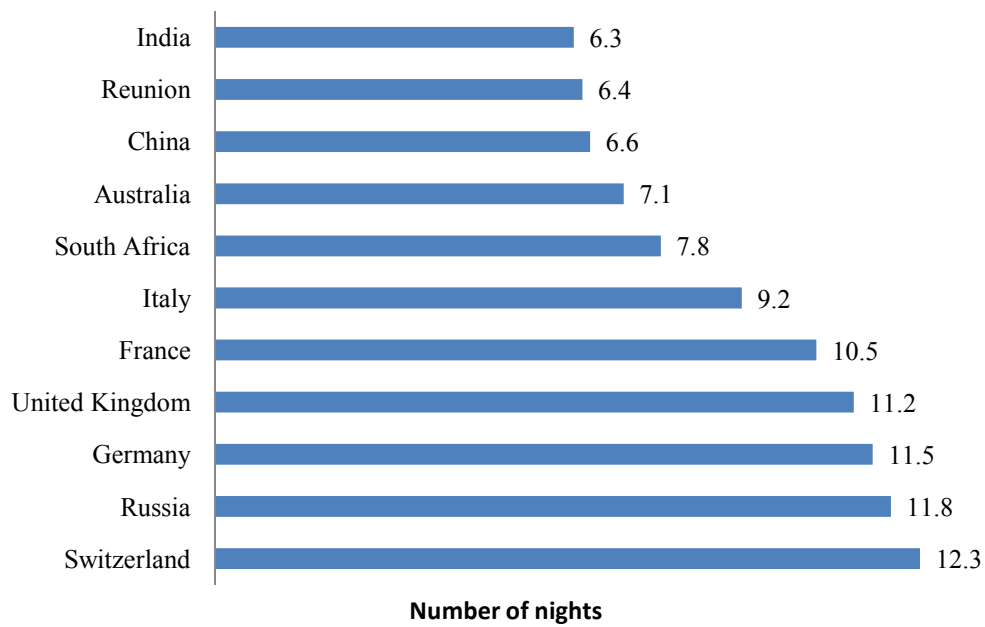
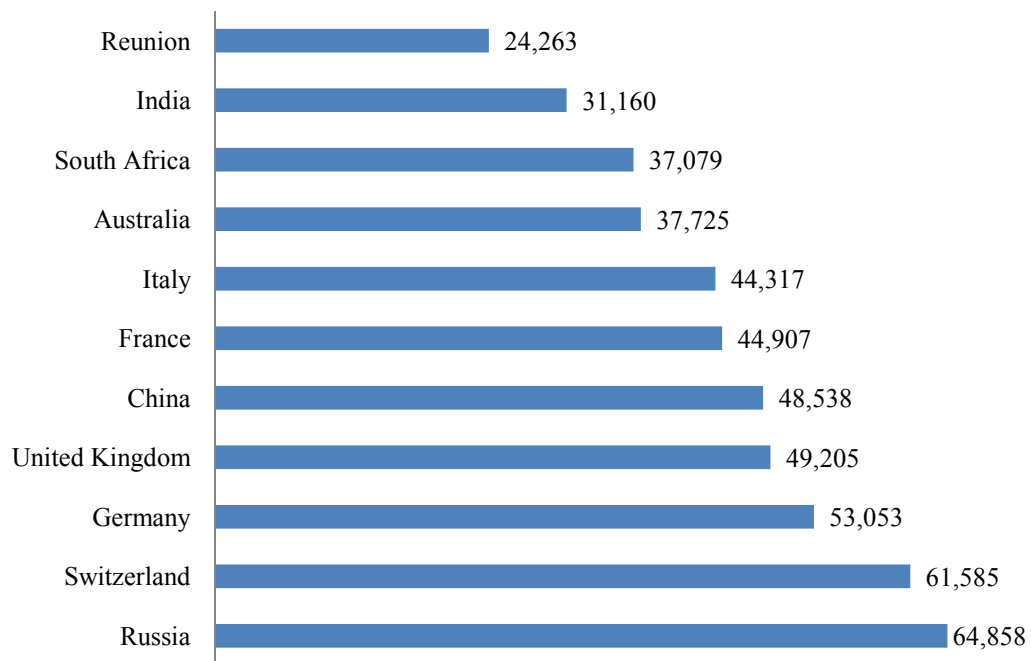


Figure 3: Average expenditure (Rs) per tourist by selected country, year 2013



SECTION 2

Table 1: Percentage distribution of tourists by country of residence and travel arrangement, year 2013.

Country of Residence	Package	Non-Package	Total
Europe	72.0	28.0	100.0
<i>of which:</i> France	67.5	32.5	100.0
Germany	78.9	21.1	100.0
Italy	80.0	20.0	100.0
Russia	50.0	50.0	100.0
Switzerland	70.6	29.4	100.0
United Kingdom	83.9	16.1	100.0
Africa	50.6	49.4	100.0
<i>of which:</i> Reunion	39.1	60.9	100.0
South Africa	79.0	21.0	100.0
Asia	77.7	22.3	100.0
<i>of which:</i> China	83.6	16.4	100.0
India	83.0	17.0	100.0
United Arab Emirates	43.2	56.8	100.0
Oceania	43.2	56.8	100.0
<i>of which:</i> Australia	44.1	55.9	100.0
America	47.7	52.3	100.0
<i>of which:</i> United States	19.0	81.0	100.0
Total	65.8	34.2	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 2: Average length of stay (nights) by country of residence and travel arrangement, year 2013.

Country of Residence		Package	Non-Package	Total
Europe		9.4	14.9	11.0
<i>of which:</i>	France	8.3	15.0	10.5
	Germany	11.4	12.0	11.5
	Italy	8.6	11.6	9.2
	Russia	9.8	14.5	11.8
	Switzerland	10.7	16.3	12.3
	United Kingdom	10.4	15.4	11.2
Africa		6.7	8.4	7.5
<i>of which:</i>	Reunion	5.7	6.9	6.4
	South Africa	7.4	9.9	7.8
Asia		5.6	8.8	6.2
<i>of which:</i>	China	5.8	10.9	6.6
	India	5.7	9.7	6.3
	United Arab Emirates	6.4	5.4	5.8
Oceania		6.9	8.0	7.5
<i>of which:</i>	Australia	6.9	7.4	7.1
America		5.7	8.2	6.9
<i>of which:</i>	United States	5.3	6.2	6.0
Total		8.2	11.4	9.2

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, year 2013.

Purpose of visit	% of tourists
Holiday	71.4
Honeymoon	17.3
Business	4.9
Visiting friends/relatives	2.5
To get married	0.5
Other	3.4
Total	100.0

Table 4 (a): Percentage distribution of tourists by type of accommodation, year 2013.

Type of accommodation	% of tourists
Hotel	80.3
Guest House	5.4
In own villas/houses/bungalow/IRS	1.0
Tourist residence	6.5
With friends/ relatives	6.2
Other	0.7
Total	100.0

Table 4 (b): Percentage distribution of tourists staying in hotel and non-hotel by country of residence, year 2013.

Country of residence	Hotel	Non-hotel	Total
Europe	83.0	17.0	100.0
<i>of which:</i> France	77.9	22.1	100.0
Germany	90.2	9.8	100.0
Italy	88.9	11.1	100.0
Russia	77.8	22.2	100.0
Switzerland	83.6	16.4	100.0
United Kingdom	91.4	8.6	100.0
Africa	68.8	31.2	100.0
<i>of which:</i> Reunion	59.1	40.9	100.0
South Africa	90.0	10.0	100.0
Asia	93.5	6.5	100.0
<i>of which:</i> China	95.2	4.8	100.0
India	93.4	6.6	100.0
United Arab Emirates	88.9	11.1	100.0
Oceania	75.8	24.2	100.0
<i>of which:</i> Australia	76.9	23.1	100.0
America	81.3	18.7	100.0
<i>of which:</i> United States	73.8	26.2	100.0
Total	80.3	19.7	100.0

Table 4 (c) Selected tourism statistics by type of accommodation (hotel/non-hotel), year 2013.

	Hotel	Non-hotel	All tourists
a. Average party size	2.2	2.1	2.2
b. Average length of stay (nights)	8.0	14.5	9.2
c. Travel arrangement (%)			
<i>Package</i>	80.7	5.4	65.8
<i>Non-package</i>	19.3	94.6	34.2
Total	100.0	100.0	100.0
d. Purpose of visit (%)			
<i>Holiday</i>	70.7	74.1	71.4
<i>Honeymoon</i>	21.2	1.5	17.3
<i>Business</i>	4.8	5.4	4.9
<i>Visiting friends/relatives</i>	0.3	11.8	2.5
<i>To get married</i>	0.5	0.3	0.5
<i>Other</i>	2.5	6.9	3.4
Total	100.0	100.0	100.0
e. Expenditure (Rs)			
<i>Average expenditure per tourist</i>	44,876	30,958	42,168
<i>Average expenditure per tourist per night</i>	5,731	2,222	4,647

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, year 2013

Country of Residence	1 st semester 2013 ¹		Jan - Sept 2013 ¹		Year 2013	
	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	49,203	4,345	48,240	4,279	48,874	4,452
<i>of which:</i>						
France	45,628	4,101	44,349	4,037	44,907	4,271
Germany	53,852	4,790	52,908	4,647	53,053	4,613
Italy	45,421	5,249	43,788	4,840	44,317	4,811
Russia	60,308	5,295	65,632	5,416	64,858	5,487
Switzerland	62,925	4,673	59,558	4,532	61,585	4,996
United Kingdom	48,752	4,347	47,963	4,333	49,205	4,406
Africa	29,773	3,992	30,681	4,077	30,356	4,067
<i>of which:</i>						
Reunion	24,385	3,755	23,968	3,722	24,263	3,776
South Africa	36,478	4,670	37,780	4,820	37,079	4,758
Asia	40,489	6,454	41,111	6,499	40,238	6,467
<i>of which:</i>						
China	49,068	7,879	48,527	7,293	48,538	7,401
India	32,007	4,946	31,322	4,927	31,160	4,968
United Arab Emirates	40,814	7,411	41,196	7,181	46,206	7,950
Oceania	40,541	5,360	36,094	5,066	37,081	5,099
<i>of which:</i>						
Australia	41,331	5,550	36,686	5,254	37,725	5,280
America	41,625	5,707	40,128	5,678	40,048	5,771
<i>of which:</i>						
United States	28,846	4,825	29,685	4,913	30,109	5,018
Total	42,506	4,577	41,841	4,550	42,168	4,647

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

¹ Revised

Table 6: Average expenditure by country of residence and travel arrangement, year 2013.

Country of Residence	1 st Semester 2013 ¹			Jan - Sept 2013 ¹			Year 2013		
	Package	Non Package	Total	Package	Non Package	Total	Package	Non Package	Total
Europe	5,469	2,966	4,345	5,257	2,924	4,279	5,386	3,037	4,452
<i>of which:</i> France	5,675	2,665	4,101	5,494	2,606	4,037	5,639	2,747	4,271
Germany	4,692	5,154	4,790	4,612	4,772	4,647	4,623	4,576	4,613
Italy	5,589	4,098	5,249	5,236	3,507	4,840	5,288	3,341	4,811
Russia	7,234	3,798	5,295	7,550	3,887	5,416	7,224	3,887	5,487
Switzerland	5,799	3,247	4,673	5,547	3,243	4,532	5,821	3,693	4,996
United Kingdom	4,949	2,693	4,347	4,732	2,902	4,333	4,806	2,866	4,406
Africa	4,957	3,191	3,992	5,055	3,193	4,077	5,023	3,193	4,067
<i>of which:</i> Reunion	4,673	3,255	3,755	4,743	3,167	3,722	4,798	3,205	3,776
South Africa	5,152	3,373	4,670	5,200	3,535	4,820	5,119	3,465	4,758
Asia	7,426	4,520	6,454	7,603	4,346	6,499	7,333	4,620	6,467
<i>of which:</i> China	9,102	5,267	7,879	8,718	3,916	7,293	8,523	4,181	7,401
India	5,630	3,092	4,946	5,541	3,099	4,927	5,519	3,176	4,968
United Arab Emirates	9,986	5,348	7,411	9,240	5,722	7,181	8,843	7,207	7,950
Oceania	5,721	5,131	5,360	6,063	4,476	5,066	5,930	4,395	5,099
<i>of which:</i> Australia	5,783	5,383	5,550	6,158	4,687	5,254	6,041	4,588	5,280
America	7,716	4,503	5,707	7,000	4,751	5,678	7,286	4,689	5,771
<i>of which:</i> United States	7,821	4,110	4,825	7,251	4,352	4,913	7,052	4,444	5,018
Total	5,709	3,290	4,577	5,603	3,258	4,550	5,644	3,321	4,647

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

¹ Revised

Table 7: Percentage distribution of expenditure by major item and country of residence, year 2013.

Country of Residence	Accommodation	Meals & Beverages	Local Transport	Sightseeing	Entertainment & Recreation	Shopping	Other	Total
Europe	60.5	10.1	7.7	6.2	5.0	9.2	1.4	100.0
<i>of which:</i> France	58.0	10.9	8.2	6.5	4.9	10.1	1.3	100.0
Germany	67.3	8.1	7.0	5.0	4.3	7.0	1.2	100.0
Italy	64.4	7.1	7.6	7.4	3.7	8.4	1.4	100.0
Russia	65.1	8.0	5.5	6.8	4.8	8.5	1.3	100.0
Switzerland	65.4	12.7	6.7	4.8	3.8	6.0	0.8	100.0
United Kingdom	66.0	7.9	6.6	5.4	5.5	7.0	1.7	100.0
Africa	53.2	10.0	8.5	4.3	4.8	16.0	3.3	100.0
<i>of which:</i> Reunion	42.0	14.0	9.2	4.0	4.8	21.2	4.9	100.0
South Africa	61.8	7.2	8.2	4.6	4.9	12.1	1.3	100.0
Asia	58.2	8.8	8.3	7.9	6.0	9.9	1.0	100.0
<i>of which:</i> China	59.9	6.7	7.4	7.6	4.5	12.4	1.5	100.0
India	55.9	10.1	9.2	8.4	7.4	8.5	0.4	100.0
Emirates	60.4	14.6	6.4	2.9	4.0	6.3	5.3	100.0
Oceania	54.1	11.5	9.4	4.6	5.7	9.0	5.7	100.0
<i>of which:</i> Australia	54.1	11.5	9.4	4.6	5.7	9.0	5.7	100.0
America	61.7	12.2	7.0	4.6	3.9	9.1	1.5	100.0
<i>of which:</i> United States	62.6	14.6	8.2	3.6	3.7	6.6	0.7	100.0
Total	58.9	10.0	7.9	5.9	5.0	10.5	1.7	100.0

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

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 was 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 were covered and during the second week, flights departing between 14.30 hours and midnight were covered.

Target population

Tourists leaving Mauritius by air.

Questionnaire design

The questionnaire comprises 30 questions (Annex).

Data collection method

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

Response rate

Around 80 % of the tourists who were approached during the year 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 9,961 interviews were conducted during the year 2013, covering 21,875 tourists.

Data reliability

The results published in this report are based on a sample, rather than the census of all tourists who visited Mauritius in the year 2013. 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.

4. Weighting methodology

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

Table 8 shows the distribution of the survey respondents by country of residence compared to that of tourist arrivals for year 2013.

Table 8: Distribution of parties and persons by country of residence, year 2013.

Country of Residence	Survey of Inbound Tourism				Passport and Immigration Office	
	Parties		Tourists		Actual tourist arrivals in year 2013	
	No.	%	No.	%	No.	%
Europe	5,513	55.3	11,822	54.0	547,046	60.6
<i>of which:</i> France	2,222	22.3	4,821	22.0	244,752	27.1
Germany	663	6.7	1,390	6.4	60,530	6.7
Italy	305	3.1	629	2.9	31,205	3.5
Russia	36	0.4	78	0.4	14,905	1.7
Switzerland	262	2.6	558	2.6	27,756	3.1
United Kingdom	1,563	15.7	3,345	15.3	98,017	10.9
Africa	2,663	26.7	6,228	28.5	277,773	30.8
<i>of which:</i> Reunion	909	9.1	2,187	10.0	143,114	15.8
South Africa	1,384	13.9	3,343	15.3	94,208	10.4
Asia	1,470	14.8	3,166	14.5	132,554	14.7
<i>of which:</i> China	421	4.2	926	4.2	41,913	4.6
India	737	7.4	1,589	7.3	57,255	6.3
United Arab Emirates	81	0.8	186	0.9	8,161	0.9
Oceania	154	1.5	319	1.5	19,360	2.1
<i>of which:</i> Australia	143	1.4	296	1.4	18,393	2.0
America	161	1.6	340	1.6	15,473	1.7
<i>of which:</i> United States	42	0.4	84	0.4	5,777	0.6
Total	9,961	100.0	21,875	100.0	903,106	100.0

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.

Statistics Mauritius

Ministry of Finance and Economic Development

Port Louis

28 April 2014

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ANNEX 1

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
<i>Vacances</i>	<i>Lune de miel</i>	<i>Affaires</i>	<i>Medical</i>
Studies ... 5	Transit ... 6	Cultural event ... 7	Religion/pilgrimage ... 8
<i>Etudes</i>	<i>En transit</i>	<i>Fete</i>	<i>Religion/pelerinage</i>
VFR ... 9	Sports ... 10	Shopping ... 11	Group & incentives ... 12
<i>En visite chez des parents/amis</i>	<i>Activités sportives</i>	<i>Achats</i>	<i>Groupe & motivation</i>
Secondary residence/ <i>Residence secondaire</i> ... 13	Wedding (get married) 14	Other (Specify)/Autre (Spécifier) 15	
	<i>Se marier</i>		

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
<i>La publicité dans les journaux / magazines / films</i>	<i>Amis / de bouche à oreille</i>
Incentive trips organised by your employer 3	Travel Agencies / Tour operators 4
<i>Tours organisés par votre employeur</i>	<i>Agences de voyages / Tours opérateurs</i>
Internet 5	Other, specify 6
<i>L'internet</i>	<i>Autre, spécifier</i>

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 & 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</i> (Specify / <i>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 opérateur, 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"/> | 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"/> | | 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 | | |
| <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>	<table border="1"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>						
(b) Public transport <i>Transport en commun</i>	<table border="1"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>						
(c) Car hire <i>Location de voiture</i>	<table border="1"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>						
(d) Sightseeing <i>Excursions</i>	<table border="1"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>						
(e) Entertainment & Recreation <i>Loisirs</i>	<table border="1"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>						
(f) Duty free shopping <i>Achats hors taxe</i>	<table border="1"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>						
(g) Shopping (others) <i>Autre achats</i>	<table border="1"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>						
(h) others <i>Autres</i>	<table border="1"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>						
Total	<table border="1"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>						

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? / Comment évaluez-vous le niveau de sécurité?

	Very Poor	Poor	Satisfactory	Good	Excellent	Don't Know
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	9

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"/>	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)