

SURVEY OF INBOUND TOURISM, 1st Semester 2023

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Introduction

This report presents the main results of the survey of Inbound Tourism for the first six months of 2023.

The primary objective of the survey is to gather information on tourists visiting Mauritius, mainly on their spending pattern, purpose and frequency of visits, place of stay and rating of the Mauritian destination. During the survey, data was collected from departing tourists at Sir Seewoosagur Ramgoolam International Airport.

Table 1 below shows the distribution of the survey respondents by country of residence compared to that of tourist departures during the first six months of 2023.

The questionnaire is given at Annex.

Table 1: Distribution of parties and persons by country of residence, 1st Semester 2023

Country of residence	Survey of Inbound Tourism				Actual no. of tourists departed (Passport and Immigration Office)	
	Parties		Tourists		No.	%
	No.	%	No.	%		
Europe	2,295	58.9	5,047	59.3	407,928	65.8
<i>of which:</i>						
France	1,096	28.1	2,443	28.7	156,013	25.2
Germany	405	10.4	864	10.1	53,899	8.7
Italy	58	1.5	137	1.6	14,392	2.3
Switzerland	58	1.5	122	1.4	15,906	2.6
United Kingdom	320	8.2	681	8.0	65,923	10.6
Africa	1,288	33.0	2,766	32.5	136,988	22.1
<i>of which:</i>						
Reunion Island	552	14.2	1,284	15.1	68,347	11.0
South Africa, Rep. of	534	13.7	1,141	13.4	47,321	7.6
Asia	277	7.1	630	7.4	54,701	8.8
<i>of which:</i>						
People's Rep. of China	13	0.3	25	0.3	2,395	0.4
India	179	4.6	408	4.8	25,989	4.2
United Arab Emirates	8	0.2	17	0.2	6,936	1.1
Oceania	18	0.5	36	0.4	9,837	1.6
<i>of which:</i>						
Australia	18	0.5	36	0.4	9,124	1.5
America	20	0.5	39	0.5	10,575	1.7
<i>of which:</i>						
United States	7	0.2	14	0.2	5,251	0.8
Not Stated	-	-	-	-	275	0.0
Total	3,898	100.0	8,518	100.0	620,304	100.0

1. Main findings

		1 st Semester 2018	1 st Semester 2023
Purpose of visit	% distribution by main purpose of visit :		
	Holiday	81.4	92.0
	Honeymoon	12.0	3.5
	Business	2.3	1.5
	Visiting friends and relatives	1.2	1.4
	Other purposes	3.1	1.6
	Total	100.0	100.0
Tours	The proportion (%) of tourists travelling on a package tour was :	63.9	50.2
Party size	The average party size was :	2.1	2.1
Accommodation	% distribution by type of accommodation:		
	Hotel	78.1	74.0
	Tourist residence	10.2	14.2
	Guest house	4.4	3.0
	Friends and relatives	5.9	6.6
	Other	1.4	2.3
	Total	100.0	100.0
Duration of visit	The average number of nights spent by a tourist in Mauritius was :	10.4	11.4
Expenditure	The average expenditure (Rs) was :		
	Per tourist	46,800	68,400
	Per night	4,500	6,000
Return visit	The proportion (%) of tourists who visited Mauritius before was :	35.8	40.9

1.1 Tourists travelling on package tour

For the first semester of 2023, 50.2% of respondents travelled on package tour compared to 63.9% in first semester of 2018 (Table 2).

During the first semester of 2023, a high proportion of tourists from Italy (81.9%), United Kingdom (66.8%) and Germany (62.7%) preferred to travel on package tour compared to tourists from Reunion Island who preferred to travel on non-package tour (68.8%) (Table 2).

During the first semester of 2023, among those staying in hotels, 66.3% of tourists were on package tour compared to 79.6% during the corresponding period of 2018 (Table 5(c)).

1.2 Tourists travelling on non-package tour stay longer than those travelling on package tour

For the first semester of 2023, the average length of stay for those arriving on package tour was 9.0 nights lower than 13.9 nights for those travelling on non-package tour. A similar trend was observed for the first semester of 2018 (Table 3).

During the first semester of 2023, the average length of stay of those staying in non-hotel is longer (17.7 nights) compared to those staying in hotel (9.2 nights) (Table 5(c)).

1.3 Tourists visit Mauritius mainly to spend holidays

For the first semester of 2023, 92.0% of tourists arrived mainly for holidays, higher than the 81.4% estimated in the first semester of 2018 (Table 4).

Those visiting Mauritius for honeymoon in the first semester of 2023 was 3.5% lower than the 12.0% registered during the first semester of 2018 (Table 4).

1.4 Around seven out of 10 tourists prefer to stay in hotels than in non-hotels

During the first semester of 2023, 74.0% of tourists preferred to stay in hotel rather than in non-hotels compared to 78.1% of tourists who stayed in hotels during the first semester of 2018 (Table 5(a)).

Among the non-hotel accommodations, tourists preferred to stay in tourist residence. For the first semester of 2023, 14.2% of tourists stayed in tourist residence compared to 10.2% in the first semester of 2018 (Table 5(a)).

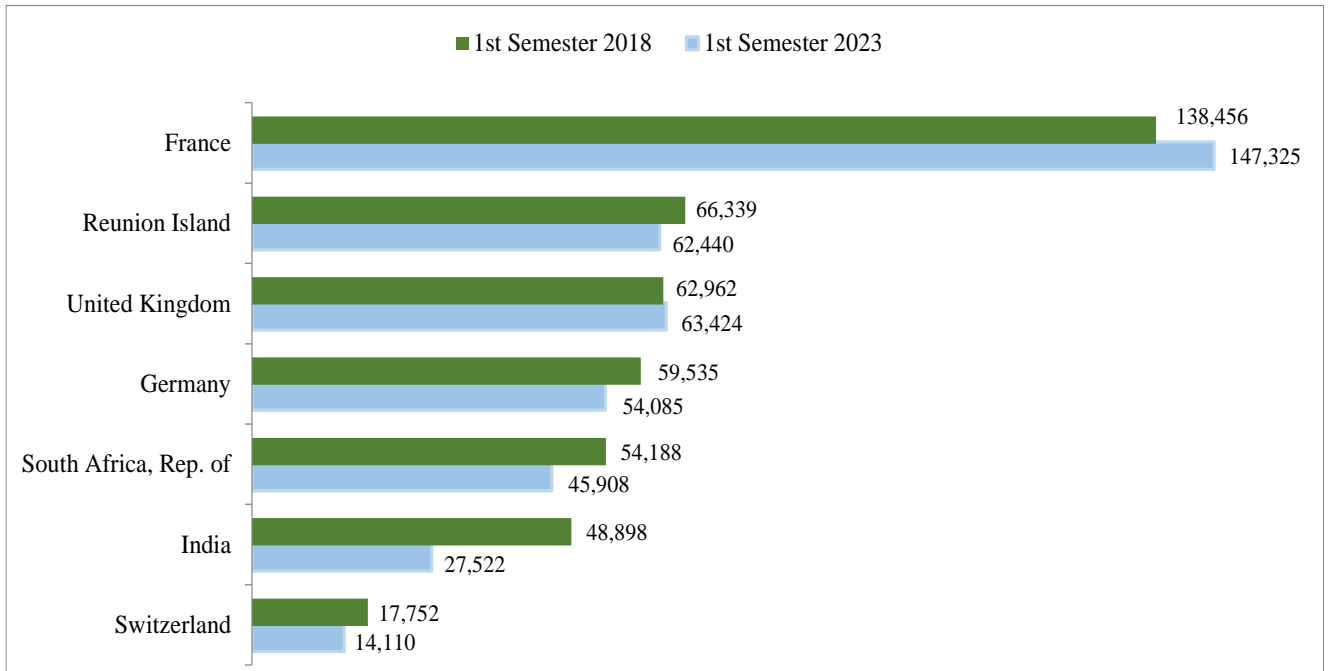
1.5 Average expenditure per tourist increases

For the first semester of 2023, the average expenditure per tourist amounted to Rs 68,400 higher compared to the first semester of 2018 (Rs 46,800) (Table 6).

The average expenditure per tourist per night for the first semester of 2023 amounted to Rs 6,000 higher than the first semester of 2018 (Rs 4,500) (Table 6).

During the first semester of 2023, tourists travelling on package tour spent Rs 7,100 per night on average, higher when compared to an average of Rs 5,200 per night for those travelling on non-package tour. The same trend was observed for the first semester of 2018 (Table 7).

Figure 1: Tourist arrivals from main generating countries, 1st semester 2018 and 1st semester 2023



Source: Passport & Immigration Office

Figure 2: Average Length of stay by purpose of visit, 1st semester 2018 and 1st semester 2023

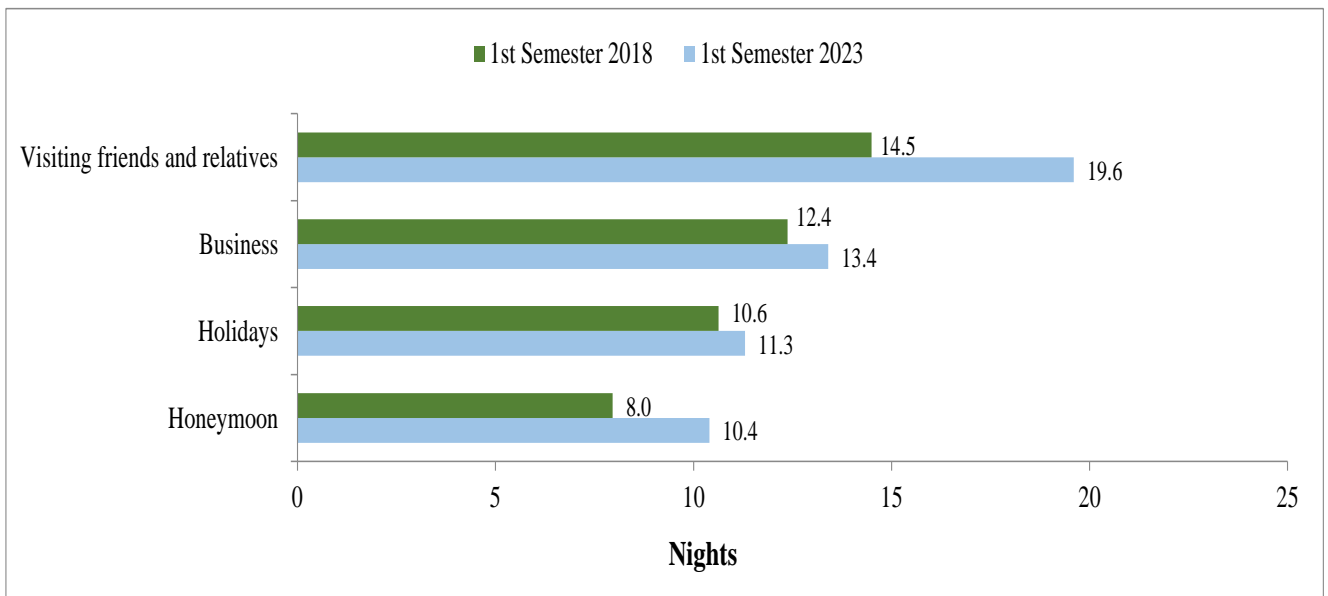


Figure 3: Average Length of stay by selected country of residence, 1st semester 2018 and 1st semester 2023

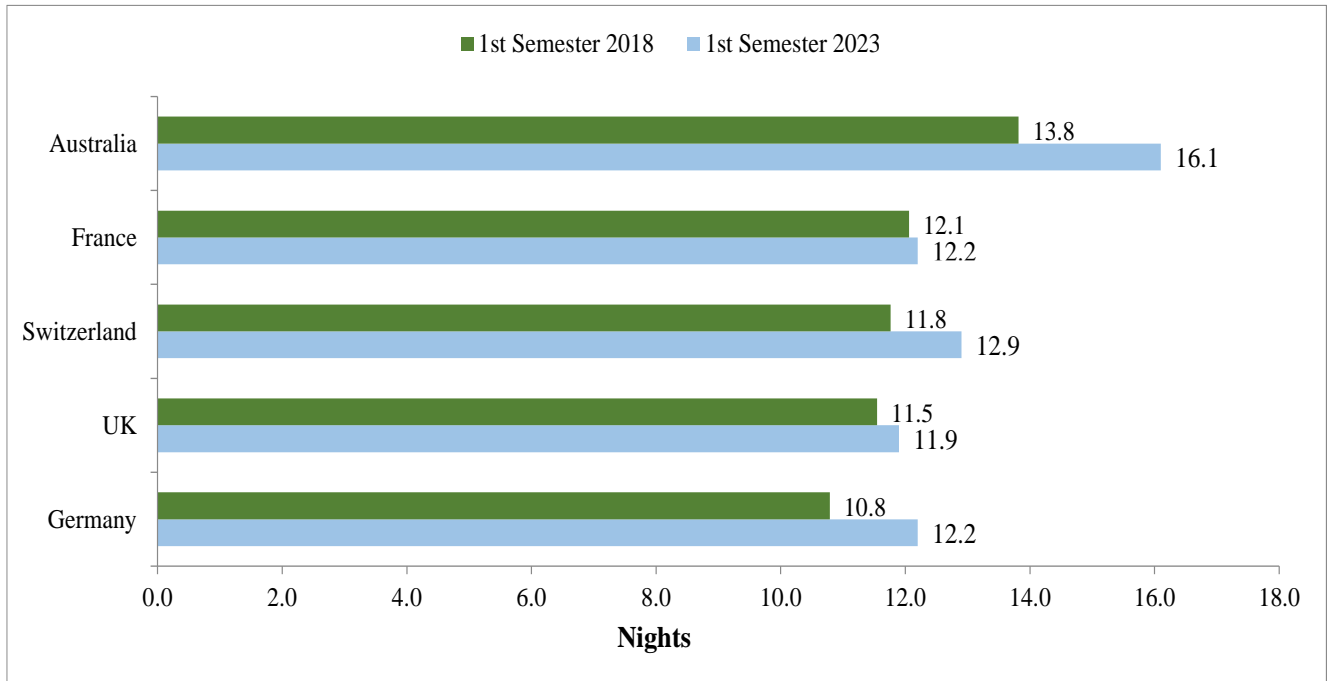


Figure 4: Average expenditure (Rs) per tourist by selected country, 1st semester 2018 and 1st semester 2023

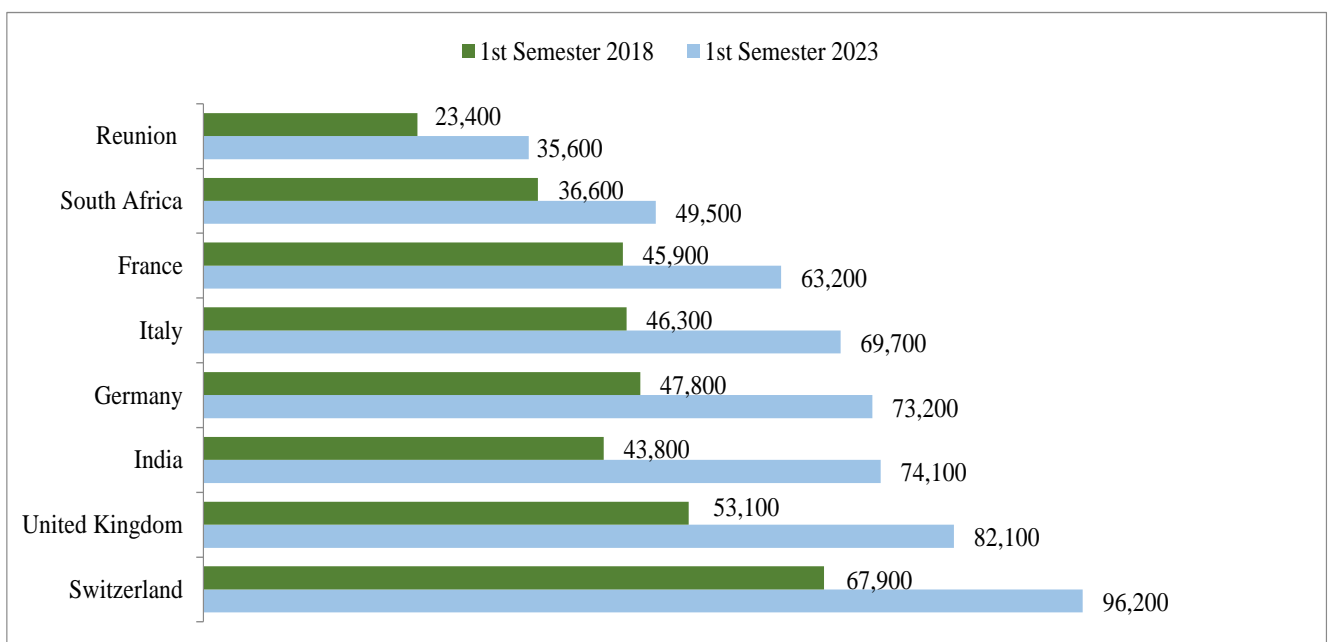


Figure 5: Group composition,

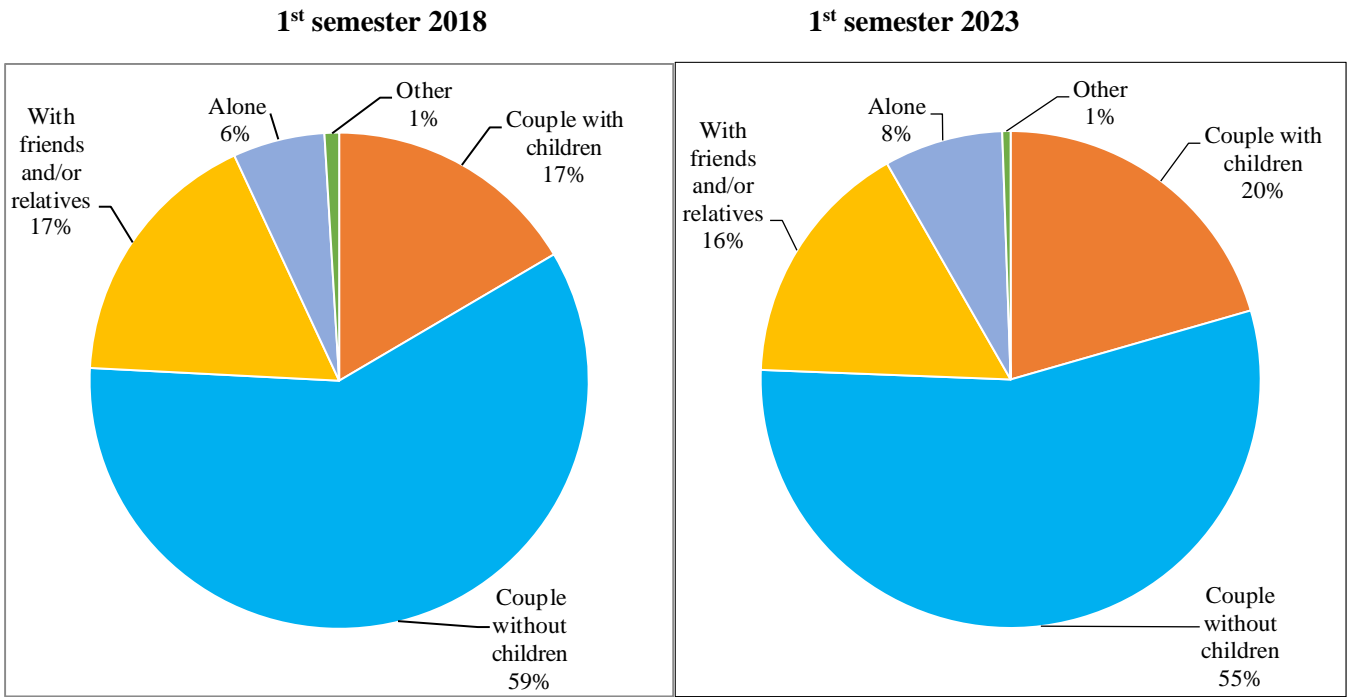


Figure 6: Distribution of first time tourists by influencing factor,

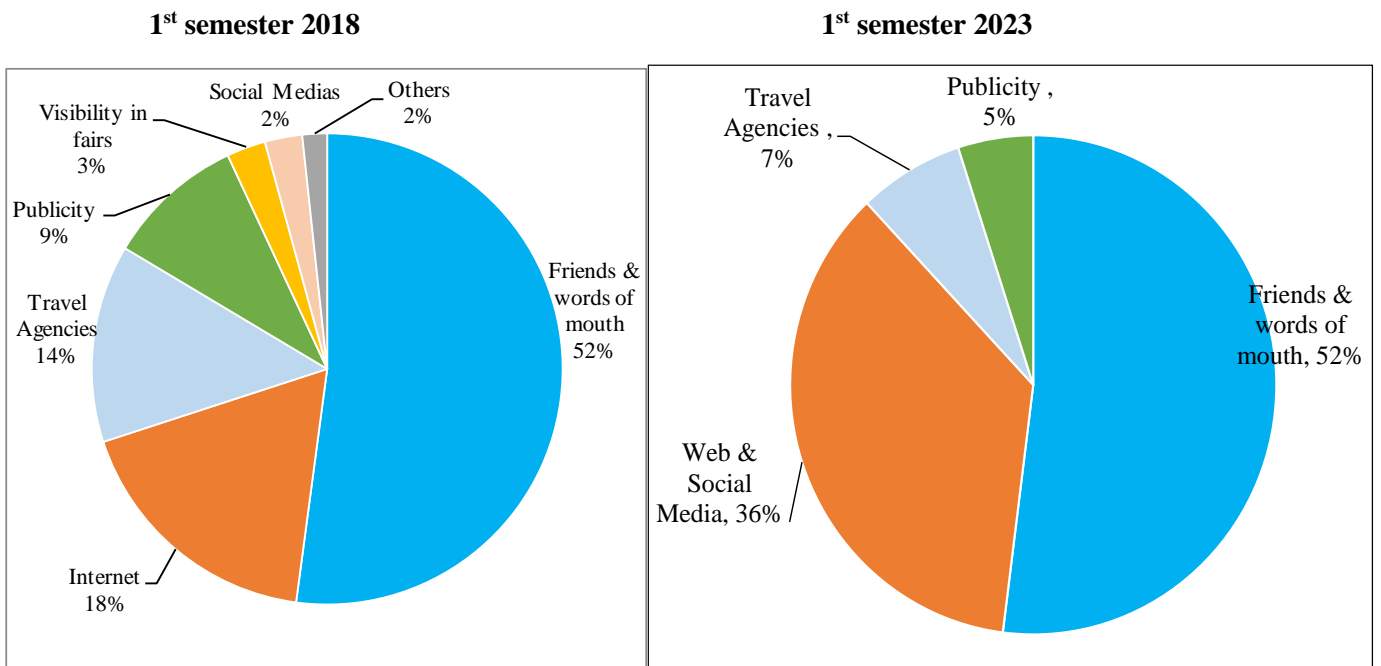
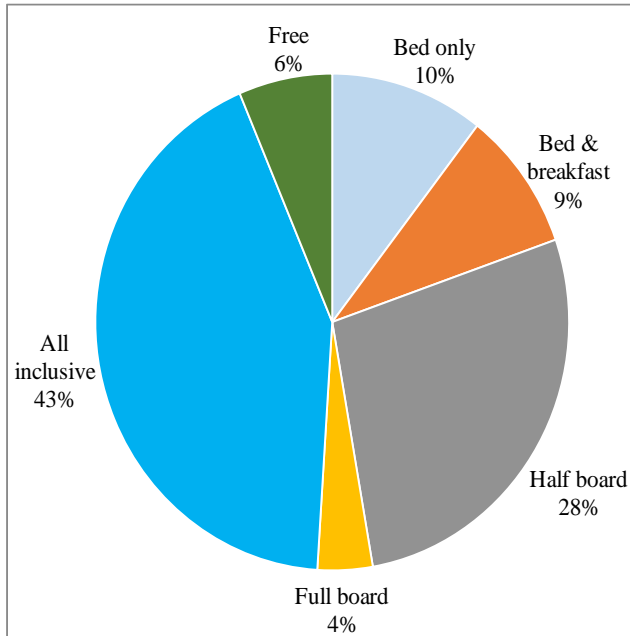
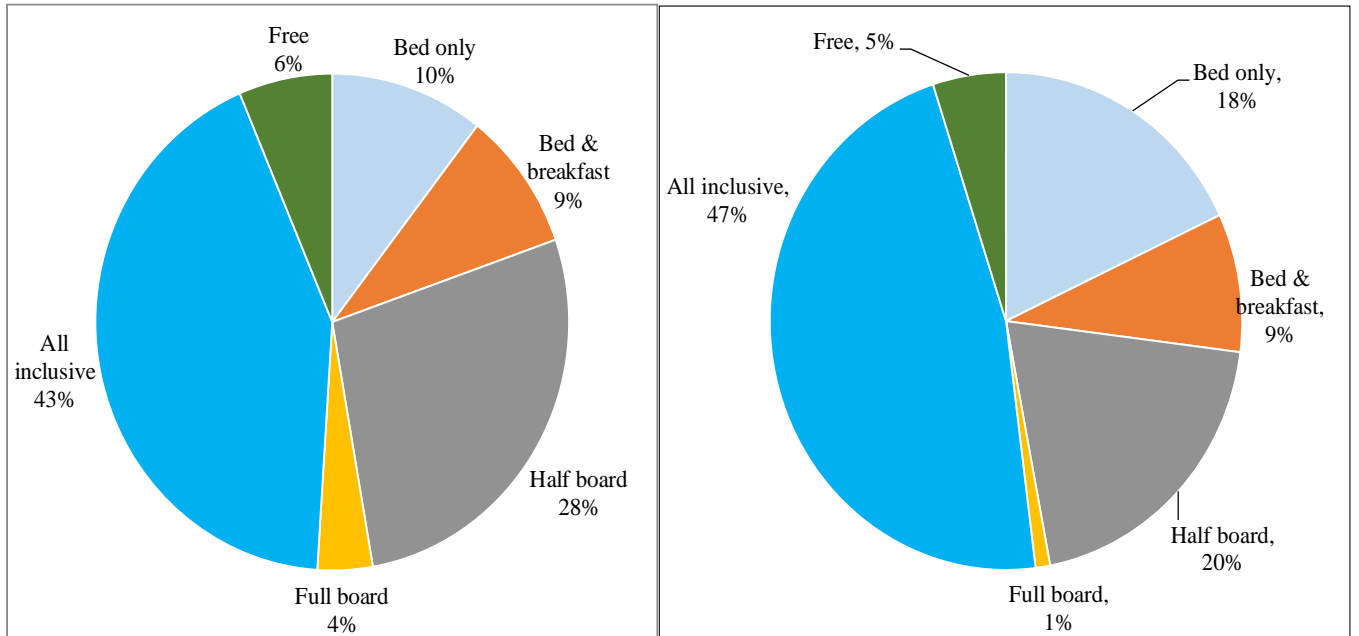


Figure 7: Distribution of tourists by meal arrangement,**1st semester 2018****1st semester 2023**

2. Methodology

2.1 Data collection

Survey period

The survey was conducted during each month during the first semester of 2023. As regards to day schedule, interviews were carried out between 06.00 or 08.00 and 14.00 or 16.00 hours while during night schedule interviews were done between 14.00 or 16.00 and 22.00 or 23.00 hours.

Target population

Tourists leaving Mauritius by air.

Questionnaire design

The views of the main stakeholders, including Association of Hoteliers and Restaurants in Mauritius (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*).

Data collection method

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

Response rate

Response rate was 100% after replacement. Around 85% of tourists who were approached for the survey responded positively. Non-respondents who were replaced, 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 of around 5 interviewers and 3 supervisors each month.

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.

2.2 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 2022. 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 3,898 interviews were conducted during the first 6 months of 2023, covering 8,518 tourists.

Data reliability

The results published in this report are based on a sample, rather than the census of all tourists who departed during the first 6 months of 2023. 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.

2.3 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.

2.4 Weighting methodology

The survey results were benchmarked to data on monthly tourists departed during the first 6 months of 2023, 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.

2.5 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.

3. Concepts and Definitions

The concepts and definitions are based on the International Recommendations for Tourism Statistics 2008 (IRTS 2008) framework prepared by United Nations World Tourism Organisation (UNWTO). The framework is consistent with other statistical frameworks such as the System of National Accounts 2008 and the Tourism Satellite Account Recommended Methodological Framework 2008

Unit of inquiry

The unit of inquiry is the tourist. The latter is defined as a non-resident staying overnight in the country but less than a year, and is not involved in any gainful occupation in the country during his/her stay.

A tourist may be travelling alone or in a group.

Inbound tourism

Inbound tourism comprises the activities of a non-resident visitor within the country of reference.

Inbound tourism expenditure

Inbound tourism expenditure is the tourism expenditure of a non-resident visitor within the economy of reference.

Party

The travelling unit is the “party”, which usually consists of one or more members for whom individual expenditures are not available separately. Thus, for certain sections of the questionnaire, the information obtained may refer to more than one tourist.

The size of the “party” is the total number of persons present in the “party”. This has been taken into consideration when calculating average expenditure per tourist.

Country of residence

Tourist arrivals are compiled on the basis of the **permanent address** of the tourist, which may not be the same as his nationality.

Main purpose of visit

The main purpose of a trip is defined as the purpose in the absence of which the trip would not have taken place.

Package or inclusive tour

A package tour is defined as one in which airfare, accommodation and other items such as meals, sightseeing, car hire are included in the tour price paid before departure from the home country of the tourist. The package may include other countries besides Mauritius.

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Table 2: Percentage distribution of tourists by country of residence and travel arrangement, Year 2017-2018 and 1st Semester 2023

Country of residence	Year 2017		Year 2018		1 st Semester 2018		2 nd Semester 2018		1 st Semester 2023	
	Package	Non-Package	Package	Non-Package	Package	Non-Package	Package	Non-Package	Package	Non-Package
Europe	65.9	34.1	67.3	32.7	68.2	31.8	66.3	33.7	56.7	43.3
<i>of which:</i> France	58.0	42.0	57.5	42.5	60.5	39.5	54.1	45.9	48.8	51.2
Germany	74.2	25.8	77.3	22.7	77.8	22.2	77.0	23.0	62.7	37.3
Italy	63.3	36.7	70.0	30.0	75.3	24.7	65.5	34.5	81.9	18.1
Switzerland	65.9	34.1	63.3	36.7	63.4	36.6	63.2	36.8	59.3	40.7
United Kingdom	78.2	21.8	80.8	19.2	81.2	18.8	80.6	19.4	66.8	33.2
Africa	54.5	45.5	53.7	46.3	51.5	48.5	55.8	44.2	38.1	61.9
<i>of which:</i> Reunion Island	47.2	52.8	45.9	54.1	44.7	55.3	47.3	52.7	31.2	68.8
South Africa, Rep. of	71.7	28.3	70.9	29.1	69.1	30.9	72.5	27.5	57.9	42.1
Asia	71.4	28.6	68.8	31.2	71.7	28.3	66.0	34.0	42.3	57.7
<i>of which:</i> People's Rep. of China	77.7	22.3	75.2	24.8	79.7	20.3	70.7	29.3	31.7	68.3
India	80.0	20.0	86.8	13.2	88.5	11.5	84.6	15.4	61.5	38.5
United Arab Emirates	35.9	64.1	35.4	64.6	15.6	84.4	47.5	52.5	12.8	87.2
Oceania	30.8	69.2	31.7	68.3	32.1	67.9	31.3	68.7	24.3	75.7
<i>of which:</i> Australia	29.5	70.5	31.4	68.6	31.4	68.6	31.3	68.7	24.3	75.7
America	38.1	61.9	34.4	65.6	38.1	61.9	30.8	69.2	21.8	78.2
<i>of which:</i> United States	28.6	71.4	30.0	70.0	37.8	62.2	23.0	77.0	26.5	73.5
Total	63.1	36.9	63.3	36.7	63.9	36.1	62.6	37.4	50.2	49.8

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 2017-2018 and 1st Semester 2023

Country of residence	Year 2017			Year 2018			1 st Semester 2018			2 nd Semester 2018			1 st Semester 2023		
	Package	Non-Package	Total	Package	Non-Package	Total	Package	Non-Package	Total	Package	Non-Package	Total	Package	Non-Package	Total
Europe	10.1	13.9	11.4	9.7	14.6	11.3	9.6	15.5	11.4	9.8	13.7	11.1	9.7	14.9	12.0
<i>of which:</i> France	8.8	16.1	11.8	8.4	16.6	11.9	8.1	18.2	12.1	8.8	15.1	11.7	8.5	15.7	12.2
Germany	11.3	10.5	11.1	10.1	13.3	10.8	10.3	12.6	10.8	9.9	13.8	10.8	10.7	14.7	12.2
Italy	8.8	12.1	10.0	8.2	13.8	9.9	8.7	13.3	9.9	7.7	14.2	9.9	9.6	12.6	10.2
Switzerland	11.4	12.5	11.8	10.8	12.6	11.5	11.4	12.3	11.8	10.3	12.9	11.2	13.4	12.1	12.9
United Kingdom	11.0	14.0	11.7	11.0	13.6	11.5	10.8	14.8	11.5	11.2	12.7	11.5	10.4	14.7	11.9
Africa	6.4	10.2	8.1	6.8	9.6	8.1	6.8	9.6	8.1	6.7	9.7	8.1	6.3	10.7	9.0
<i>of which:</i> Reunion Island	5.5	7.8	6.8	5.7	7.8	6.9	5.9	8.0	7.1	5.5	7.7	6.7	5.2	7.9	7.1
South Africa, Rep. of	7.0	11.6	8.3	6.9	10.6	7.9	6.8	10.5	8.0	6.9	10.7	7.9	6.8	14.1	9.9
Asia	6.9	14.8	9.1	8.2	13.9	10.0	8.0	13.7	9.6	8.5	14.1	10.4	6.5	16.1	12.0
<i>of which:</i> People's Rep. of China	6.4	11.3	7.5	7.3	9.8	7.9	7.4	8.6	7.7	7.1	10.6	8.1	19.9	15.9	17.2
India	7.2	17.1	9.2	8.9	18.4	10.1	8.2	16.3	9.1	9.8	20.3	11.4	5.2	27.9	13.9
United Arab Emirates	6.5	6.4	6.5	7.1	6.1	6.5	7.4	5.3	5.6	7.0	6.9	7.0	5.9	5.9	5.9
Oceania	10.3	13.6	12.6	10.3	14.1	12.9	11.8	14.7	13.8	8.9	13.6	12.1	13.4	16.9	16.1
<i>of which:</i> Australia	10.3	13.6	12.6	10.2	14.2	12.9	11.8	14.7	13.8	8.8	13.6	12.1	13.4	16.9	16.1
America	8.3	12.0	10.6	7.2	12.6	10.8	6.2	13.5	10.7	8.5	11.8	10.8	11.7	15.5	14.7
<i>of which:</i> United States	9.5	8.9	9.1	7.1	10.1	9.2	5.8	11.0	9.0	9.0	9.4	9.3	8.3	12.6	11.4
Total	8.8	12.9	10.3	8.9	13.0	10.4	8.8	13.4	10.4	8.9	12.6	10.3	9.0	13.9	11.4

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

Table 4: Percentage distribution of tourists by main purpose of visit, Year 2017-2018 and 1st Semester 2023

Purpose of visit	% of tourists				
	Year 2017	Year 2018	1 st Semester 2018	2 nd Semester 2018	1 st Semester 2023
Holiday	80.4	79.3	81.4	77.3	92.0
Honeymoon	12.3	13.1	12.0	14.1	3.5
Business	3.3	2.7	2.3	3.2	1.5
Visiting friends/relatives	1.0	1.4	1.2	1.6	1.4
To get married	0.3	0.5	0.4	0.5	0.0
Other purposes	2.8	3.0	2.7	3.3	1.6
Total	100.0	100.0	100.0	100.0	100.0

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

Table 5(a): Percentage distribution of tourists by type of accommodation, Year 2017-2018 and 1st Semester 2023

Type of accommodation	% of tourists				
	Year 2017	Year 2018	1 st Semester 2018	2 nd Semester 2018	1 st Semester 2023
Hotel	79.6	78.2	78.1	78.3	74.0
Guest House	5.0	4.8	4.4	5.2	3.0
In own villas/houses/bungalow/IRS	0.8	0.4	0.6	0.2	0.4
Tourist residence	8.5	10.8	10.2	11.4	14.2
With friends/ relatives	5.8	5.3	5.9	4.8	6.6
Other	0.3	0.4	0.8	0.1	1.9
Total	100.0	100.0	100.0	100.0	100.0

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

Table 5(b): Proportion of tourists staying in hotel and non-hotel by country of residence, Year 2017-2018 and 1st Semester 2023

Country of residence	Year 2017		Year 2018		1 st Semester 2018		2 nd Semester 2018		1 st Semester 2023	
	Hotel	Non-hotel	Hotel	Non-hotel	Hotel	Non-hotel	Hotel	Non-hotel	Hotel	Non-hotel
Europe	81.0	19.0	79.8	20.2	80.3	19.7	79.3	20.7	77.9	22.1
<i>of which:</i> France	71.0	29.0	70.0	30.0	69.2	30.8	70.8	29.2	70.3	29.7
Germany	85.8	14.2	84.7	15.3	84.6	15.4	84.7	15.3	82.6	17.4
Italy	85.5	14.5	81.5	18.5	91.4	8.6	73.3	26.7	95.9	4.1
Switzerland	88.5	11.5	83.4	16.6	86.1	13.9	80.8	19.2	92.7	7.3
United Kingdom	88.6	11.4	93.1	6.9	92.5	7.5	93.5	6.5	84.5	15.5
Africa	71.4	28.6	69.0	31.0	67.7	32.3	70.3	29.7	63.7	36.3
<i>of which:</i> Reunion Island	66.6	33.4	59.4	40.6	58.3	41.7	60.6	39.4	58.6	41.4
South Africa, Rep. of	83.7	16.3	84.1	15.9	83.2	16.8	84.9	15.1	78.8	21.2
Asia	89.1	10.9	90.5	9.5	89.0	11.0	91.9	8.1	73.6	26.4
<i>of which:</i> People's Rep. of China	92.5	7.5	92.8	7.2	94.3	5.7	91.4	8.6	65.5	34.5
India	91.9	8.1	95.0	5.0	95.1	4.9	95.0	5.0	83.7	16.3
United Arab Emirates	86.1	13.9	84.0	16.0	90.3	9.7	80.1	19.9	100.0	0.0
Oceania	64.6	35.4	50.8	49.2	44.9	55.1	56.1	43.9	78.0	22.0
<i>of which:</i> Australia	63.7	36.3	49.8	50.2	44.3	55.7	54.8	45.2	78.0	22.0
America	73.8	26.2	64.1	35.9	71.9	28.1	56.5	43.5	52.8	47.2
<i>of which:</i> United States	62.2	37.8	72.9	27.1	81.3	18.7	65.2	34.8	64.4	35.6
Total	79.6	20.4	78.2	21.8	78.1	21.9	78.3	21.7	74.0	26.0

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 2017-2018 and 1st Semester 2023

	Year 2017			Year 2018			1 st Semester 2018			2 nd Semester 2018			1 st Semester 2023		
	Hotel	Non-hotel	All tourists	Hotel	Non-hotel	All tourists	Hotel	Non-hotel	All tourists	Hotel	Non-hotel	All tourists	Hotel	Non-hotel	All tourists
a. Average party size	2.2	1.9	2.1	2.2	2.0	2.1	2.2	2.0	2.1	2.2	2.0	2.1	2.2	1.9	2.1
b. Average length of stay (nights)	8.8	16.4	10.3	9.0	15.5	10.4	8.8	16.4	10.4	9.1	14.6	10.3	9.2	17.7	11.4
c. Travel arrangement (%)															
<i>Package</i>	77.6	6.2	63.1	79.2	6.2	63.3	79.6	7.9	63.9	78.7	4.5	62.6	66.3	4.7	50.2
<i>Non-package</i>	22.4	93.8	36.9	20.8	93.8	36.7	20.4	92.1	36.1	21.3	95.5	37.4	33.7	95.3	49.8
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
d. Purpose of visit (%)															
<i>Holiday</i>	79.6	83.4	80.4	78.0	84.1	79.3	79.8	86.9	81.4	76.2	81.4	77.3	92.7	89.9	92.0
<i>Honeymoon</i>	15.1	1.2	12.3	16.2	2.0	13.1	15.1	1.0	12.0	17.2	3.1	14.1	4.6	0.5	3.5
<i>Business</i>	2.9	4.6	3.3	2.6	3.4	2.7	2.2	2.8	2.3	2.9	4.0	3.2	1.3	2.2	1.5
<i>Visiting friends/relatives</i>	0.1	4.7	1.0	0.1	5.9	1.4	0.1	5.0	1.2	0.2	6.8	1.6	0.3	4.4	1.4
<i>To get married</i>	0.3	0.1	0.3	0.5	0.2	0.5	0.5	0.3	0.4	0.6	0.1	0.5	0.0	0.0	0.0
<i>Other purposes</i>	2.0	6.0	2.8	2.6	4.3	3.0	2.3	4.0	2.7	2.9	4.6	3.3	1.0	3.1	1.6
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
e. Expenditure (Rs)															
<i>Average expenditure per tourist</i>	47,700	36,900	45,500	49,400	36,100	46,500	49,300	38,000	46,800	49,600	34,200	46,200	72,800	55,900	68,400
<i>Average expenditure per tourist per night</i>	5,400	2,200	4,400	5,500	2,300	4,500	5,600	2,300	4,500	5,400	2,300	4,500	7,900	3,200	6,000

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 2017-2018 and 1st Semester 2023

Country of residence	Year 2017		Year 2018		1 st Semester 2018		2 nd Semester 2018		1 st Semester 2023	
	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)	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	48,200	4,200	48,700	4,300	49,900	4,400	47,400	4,300	73,800	6,200
<i>of which:</i> France	44,500	3,800	46,200	3,900	45,900	3,800	46,600	4,000	63,200	5,200
Germany	47,000	4,200	46,400	4,300	47,800	4,400	45,200	4,200	73,200	6,000
Italy	41,900	4,200	43,300	4,400	46,300	4,700	40,700	4,100	69,700	6,800
Switzerland	64,300	5,500	59,800	5,200	67,900	5,800	52,100	4,600	96,200	7,500
United Kingdom	48,200	4,100	53,300	4,600	53,100	4,600	53,400	4,600	82,100	6,900
Africa	31,400	3,900	31,400	3,900	31,000	3,800	31,800	3,900	43,900	4,900
<i>of which:</i> Reunion Island	22,800	3,400	22,800	3,300	23,400	3,300	22,200	3,300	35,600	5,000
South Africa, Rep. of	34,600	4,200	33,900	4,300	36,600	4,600	31,600	4,000	49,500	5,000
Asia	53,600	5,900	59,200	5,900	56,800	5,900	61,500	5,900	80,700	6,700
<i>of which:</i> People's Rep. of China	55,600	7,400	56,200	7,100	59,700	7,800	52,700	6,500	103,000	6,000
India	36,900	4,000	47,700	4,700	43,800	4,800	52,600	4,600	74,100	5,300
United Arab Emirates	53,000	8,200	66,900	10,400	58,500	10,400	72,000	10,300	70,000	11,900
Oceania	53,900	4,300	50,000	3,900	51,300	3,700	48,800	4,000	84,400	5,300
<i>of which:</i> Australia	54,000	4,300	49,400	3,800	51,300	3,700	47,700	3,900	84,400	5,300
America	60,300	5,700	56,800	5,300	52,700	4,900	60,700	5,600	100,200	6,800
<i>of which:</i> United States	54,900	6,100	64,700	7,000	65,100	7,200	64,400	6,900	97,400	8,500
Total	45,500	4,400	46,500	4,500	46,800	4,500	46,200	4,500	68,400	6,000

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 2017-2018 and 1st Semester 2023

Country of residence	Year 2017			Year 2018			1 st Semester 2018			2 nd Semester 2018			1 st Semester 2023		
	Package Rs	Non Package Rs	Total Rs	Package Rs	Non Package Rs	Total Rs	Package Rs	Non Package Rs	Total Rs	Package Rs	Non Package Rs	Total Rs	Package Rs	Non Package Rs	Total Rs
Europe	4,800	3,500	4,200	5,000	3,400	4,300	5,200	3,300	4,400	4,800	3,500	4,300	7,100	5,400	6,200
<i>of which:</i> France	5,100	2,700	3,800	5,400	2,900	3,900	5,600	2,600	3,800	5,200	3,200	4,000	7,300	4,100	5,200
Germany	4,300	4,000	4,200	4,500	3,800	4,300	4,500	4,100	4,400	4,500	3,500	4,200	6,600	5,200	6,000
Italy	4,900	3,300	4,200	5,200	3,200	4,400	5,200	3,800	4,700	5,300	2,900	4,100	7,000	6,500	6,800
Switzerland	5,600	5,300	5,500	5,200	5,200	5,200	5,700	5,900	5,800	4,800	4,400	4,600	6,900	8,500	7,500
United Kingdom	4,400	3,400	4,100	4,700	4,400	4,600	4,800	3,800	4,600	4,600	4,900	4,600	7,300	6,400	6,900
Africa	4,800	3,200	3,900	4,700	3,200	3,900	5,200	2,800	3,800	4,400	3,600	3,900	6,300	4,400	4,900
<i>of which:</i> Reunion Island	4,100	2,900	3,400	4,500	2,600	3,300	4,500	2,600	3,300	4,500	2,600	3,300	6,300	4,700	5,000
South Africa, Rep. of	4,900	3,100	4,200	4,900	3,300	4,300	5,700	2,900	4,600	4,200	3,600	4,000	6,100	4,300	5,000
Asia	7,200	4,300	5,900	6,800	4,800	5,900	6,600	4,900	5,900	7,000	4,600	5,900	9,100	6,000	6,700
<i>of which:</i> People's Rep. of China	8,300	5,600	7,400	7,800	5,600	7,100	8,200	6,300	7,800	7,300	5,200	6,500	4,600	6,800	6,000
India	5,200	2,100	4,000	5,500	2,200	4,700	5,600	2,000	4,800	5,500	2,300	4,600	9,200	4,200	5,300
United Arab Emirates	7,500	8,600	8,200	6,900	12,500	10,400	7,000	11,300	10,400	6,900	13,400	10,300	12,600	11,800	11,900
Oceania	7,800	3,100	4,300	4,400	3,700	3,900	3,900	3,700	3,700	5,000	3,700	4,000	7,800	4,600	5,300
<i>of which:</i> Australia	8,100	3,100	4,300	4,400	3,600	3,800	3,900	3,700	3,700	5,000	3,600	3,900	7,800	4,600	5,300
America	7,400	5,000	5,700	7,400	4,600	5,300	6,600	4,400	4,900	8,100	4,800	5,600	8,800	6,400	6,800
<i>of which:</i> United States	8,100	5,200	6,100	7,700	6,800	7,000	8,500	6,800	7,200	6,900	6,900	6,900	12,100	7,700	8,500
Total	5,200	3,500	4,400	5,200	3,600	4,500	5,400	3,400	4,500	5,100	3,700	4,500	7,100	5,200	6,000

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 2017-2018 and 1st Semester 2023

Country of residence	Year 2017							Year 2018						
	Accommodation	Meals & Beverages	Local Transport	Sightseeing	Entertainment & Recreation	Shopping	Other	Accommodation	Meals & Beverages	Local Transport	Sightseeing	Entertainment & Recreation	Shopping	Other
Europe	64.7	10.5	4.1	7.5	3.2	6.5	3.4	65.8	8.8	3.9	6.9	4.6	6.2	3.8
<i>of which:</i> France	59.1	13.5	4.4	7.9	3.4	7.9	3.7	61.3	10.2	3.9	7.2	4.3	8.2	4.9
Germany	68.8	8.1	4.3	7.9	3.1	4.6	3.2	67.9	7.5	4.2	7.4	4.7	4.6	3.7
Italy	67.6	8.0	4.3	8.1	2.1	7.5	2.4	68.1	8.6	4.3	7.5	3.3	5.1	3.1
Switzerland	68.3	9.3	3.5	9.6	2.3	4.7	2.3	64.6	11.3	3.4	6.1	4.7	6.1	3.9
United Kingdom	70.8	7.7	3.9	6.4	3.2	5.2	2.7	72.1	6.2	3.5	5.7	5.1	4.5	2.8
Africa	54.0	12.0	5.3	5.7	4.0	14.3	4.7	58.1	10.9	5.6	5.5	4.1	12.6	3.4
<i>of which:</i> Reunion Island	49.6	14.1	6.3	6.2	2.6	17.6	3.6	49.1	14.3	6.6	5.9	4.3	15.5	4.3
South Africa, Rep. of	64.4	8.7	4.4	5.7	5.9	7.8	3.0	65.4	8.0	4.7	5.2	4.4	9.3	3.0
Asia	58.2	10.2	4.7	9.2	4.3	11.4	2.1	59.6	8.3	4.2	8.5	7.4	9.7	2.3
<i>of which:</i> People's Rep. of China	58.5	9.3	5.0	9.5	4.4	11.4	2.0	59.9	8.5	3.9	8.9	5.8	10.3	2.8
India	55.5	9.0	5.3	11.5	6.2	11.1	1.4	56.7	6.9	5.1	11.2	9.8	9.3	0.9
United Arab Emirates	67.7	9.0	6.0	5.5	2.5	7.5	1.7	64.2	8.4	2.9	5.5	7.2	10.3	1.5
Oceania	55.2	9.2	3.4	12.0	6.9	9.7	3.6	46.0	16.1	5.1	6.6	4.9	13.9	7.4
<i>of which:</i> Australia	55.1	9.2	3.3	12.1	6.9	9.7	3.7	45.2	16.4	5.1	6.6	4.8	14.4	7.4
America	67.6	9.9	5.1	5.4	2.4	6.3	3.2	62.3	11.9	3.8	5.9	4.7	7.3	4.1
<i>of which:</i> United States	67.1	12.0	4.9	5.5	2.1	5.9	2.4	62.0	14.4	5.2	5.6	4.4	5.6	2.8
Total	61.7	10.6	4.4	7.6	3.6	8.7	3.4	63.0	9.2	4.3	7.0	5.0	8.0	3.5

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 (Cont'd): Percentage distribution of expenditure by major item and country of residence, Year 2017-2018 and 1st Semester 2023

Country of residence	1 st Semester 2018							2 nd Semester 2018						
	Accommodation	Meals & Beverages	Local Transport	Sightseeing	Entertainment & Recreation	Shopping	Other	Accommodation	Meals & Beverages	Local Transport	Sightseeing	Entertainment & Recreation	Shopping	Other
Europe	65.7	9.2	3.8	7.0	3.5	6.8	4.0	65.9	8.4	4.0	6.9	5.7	5.5	3.6
<i>of which:</i> France	59.3	10.8	3.9	7.5	3.7	9.0	5.9	63.6	9.6	3.9	6.8	5.0	7.3	3.9
Germany	67.8	7.2	4.4	7.9	3.8	5.2	3.6	68.0	7.7	4.1	6.9	5.6	4.1	3.7
Italy	72.7	8.6	4.4	6.5	2.3	4.2	1.2	63.7	8.6	4.1	8.5	4.3	5.9	4.9
Switzerland	65.9	11.5	2.5	6.2	4.4	6.0	3.6	62.9	10.9	4.5	5.9	5.1	6.3	4.2
United Kingdom	74.0	6.4	3.2	5.0	3.4	5.2	2.8	70.7	6.1	3.8	6.2	6.4	3.9	2.8
Africa	58.0	11.3	5.5	5.1	3.1	13.2	3.8	58.2	10.5	5.7	5.9	4.9	11.9	2.9
<i>of which:</i> Reunion Island	51.8	14.3	6.2	5.7	2.6	15.4	4.1	46.0	14.4	7.0	6.0	6.3	15.6	4.6
South Africa, Rep. of	66.2	7.3	4.4	5.0	3.9	10.5	2.8	64.7	8.7	5.0	5.3	5.0	8.2	3.1
Asia	56.3	9.9	4.2	9.4	6.4	11.2	2.7	62.6	6.8	4.2	7.7	8.3	8.4	2.0
<i>of which:</i> People's Rep. of China	59.0	9.4	3.6	9.2	5.7	11.1	1.9	60.8	7.4	4.3	8.4	6.0	9.3	3.8
India	59.2	6.4	5.0	10.6	8.2	9.5	1.1	54.0	7.4	5.3	11.9	11.5	9.2	0.7
United Arab Emirates	70.2	8.8	2.7	3.5	3.1	9.6	2.2	61.2	8.2	3.0	6.5	9.1	10.7	1.2
Oceania	45.6	14.5	4.7	6.4	7.1	17.2	4.5	46.4	17.5	5.5	6.7	2.9	10.9	10.1
<i>of which:</i> Australia	45.9	14.5	4.5	6.2	7.1	17.3	4.5	44.6	18.3	5.7	7.0	2.6	11.5	10.2
America	62.0	11.9	3.3	6.4	4.1	9.3	3.0	62.6	11.9	4.2	5.5	5.2	5.6	5.1
<i>of which:</i> United States	57.7	14.9	2.9	8.2	4.9	7.8	3.6	65.9	14.0	7.3	3.3	3.8	3.7	2.1
Total	62.4	9.7	4.2	7.2	4.1	8.8	3.7	63.6	8.7	4.4	6.8	6.0	7.2	3.3

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 8 (Cont'd): Percentage distribution of expenditure by major item and country of residence, Year 2017-2018 and 1st Semester 2023

Country of residence	1 st Semester 2023						
	Accommodation	Meals & Beverages	Local Transport	Sightseeing	Entertainment & Recreation	Shopping	Other
Europe	67.1	10.1	4.6	7.0	1.6	6.5	3.1
<i>of which:</i> France	62.4	12.5	4.8	7.7	1.4	7.9	3.4
Germany	70.5	7.8	5.1	5.5	1.5	6.3	3.3
Italy	63.8	1.8	4.2	8.9	0.2	6.2	14.8
Switzerland	72.3	7.5	5.7	6.1	1.7	6.2	0.5
United Kingdom	74.6	7.4	4.0	5.8	1.4	5.0	1.9
Africa	58.0	14.0	5.5	5.4	1.5	13.0	2.5
<i>of which:</i> Reunion Island	55.2	14.0	6.1	4.5	1.2	16.5	2.5
South Africa, Rep. of	63.6	13.2	4.6	6.1	2.0	7.5	3.0
Asia	56.3	18.0	3.5	6.0	5.1	7.4	3.7
<i>of which:</i> People's Rep. of China	53.7	22.2	4.8	8.9	1.6	7.6	1.3
India	59.3	12.9	3.5	7.2	4.9	7.8	4.5
United Arab Emirates	72.6	5.3	2.4	4.1	9.8	5.8	0.0
Oceania	77.4	5.9	3.2	2.0	3.7	5.6	2.2
<i>of which:</i> Australia	77.4	5.9	3.2	2.0	3.7	5.6	2.2
America	54.6	21.3	2.9	6.3	11.1	3.5	0.3
<i>of which:</i> United States	54.2	23.1	1.6	2.6	15.6	2.6	0.4
Total	64.6	11.7	4.6	6.6	2.2	7.4	3.0

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.

CONFIDENTIAL

Serial No.

Republic of Mauritius
STATISTICS MAURITIUS
SURVEY OF INBOUND VISITORS 2023

Interviewer:-

Day & date of interview :

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

MODULE A

- 1 When did you arrive in Mauritius ? *Quand êtes-vous arrivé à l'île Maurice?*
- 2 (i) By which flight/ship did you arrive? *Par quel vol/bateau êtes-vous arrivé?*
- (ii) By which flight are you departing ? *Par quel vol partez-vous?*
- (iii) What is the class of your flight? *En quelle classe de vol voyagez-vous?*
- 3 What is your age group? / *Quel est votre 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) What is your country of residence? / *Quel est votre pays de résidence?*
- (ii) What is your nationality? / *Quel est votre nationalité?*
- (iii) What is your profession? / *Quel est votre métier?*
- 6 (i) Are you travelling alone? / *Voyagez-vous seul?* Yes/Oui 1 No/Non 2
If not travelling alone, state / Si en groupe, spécifier
- (ii) What is your group size? / *Quel est le nombre de personnes dans le groupe ?*
- (iii) Which of the following best describes the group? / *Lequel des descriptions suivants décrit le mieux le groupe?*
- | | |
|---|---|
| Couple with children/ <i>Couple avec enfants</i> 1 | School/university/sporting group/ <i>Groupe scolaire / universitaire / sportif</i> 5 |
| of whom number of children aged less than 18 years <input type="text"/> | Grandparents with grandchildren <input type="text"/> |
| Couple without children/ <i>Couple sans enfants</i> 2 | of whom number of children aged less than 18 years <input type="text"/> |
| With friends and/or relatives/ <i>Avec des amis et /ou des parents</i> 3 | Tour group/ <i>En groupe</i> 7 |
| Business associates/ <i>Associés d'affaires</i> 4 | Other, specify/ <i>Autre, spécifier</i> 8 |
- (iv) No. of persons (including you) sharing common expenditure / *Nombre de personnes (y compris vous) qui ont fait des dépenses communes*
 Of whom 12 years of age or less / *Dont celles âgées de 12 ans ou moins*
- 7 Are you holder of a Premium Visa? / *Êtes-vous titulaire d'un visa premium?* Yes/Oui 1 No/Non 2
- 8 How many times have you visited Mauritius including this trip? / *Combien de fois avez-vous visité l'île Maurice, y compris ce séjour?*
 **IF > 1/ Si > 1, SKIP TO Q11/ PASSEZ A Q11**

FOR FIRST TIME VISITORS ONLY/ POUR CEUX A LEUR PREMIERE VISITE SEULEMENT

- 9 How did you hear or read about Mauritius ? / *Où avez-vous lu ou entendu parler de l'île Maurice ?*
- | |
|---|
| Publicity on TV, Radio / <i>Publicité sur TV, Radio</i> 1 |
| Publicity in newspapers, magazines / <i>Publicité dans les journaux, magazines</i> 2 |
| Web and social media/ <i>Web et reseaux sociaux</i> 3 |
| Visibility in travel fairs / <i>Participation au salon du tourisme</i> 4 |
| Adverts on Billboards/Subway/Underground / <i>Publicité sur billboard, stations de métro</i> 5 |
| Adverts at Cinema / <i>Publicité au cinéma</i> 6 |
| Adverts on Taxi, Bus / <i>Publicité sur taxi, bus</i> 7 |
| Friends & words of mouth / <i>Amis & de bouche à oreille</i> 8 |
| Incentive trips organised by your employer / <i>Tours organisés par votre employeur</i> 9 |
| Travel Agencies & Tour operators / <i>Agences de voyages et tours opérateurs</i> 10 |
| Other, specify / <i>Autre, spécifier</i> 11 |
- 10 What motivated you most to choose Mauritius? / *Qu'est-ce qui vous a poussé à choisir l'île Maurice?*
 (MAXIMUM 5 answers)/ (MAXIMUM 5 reponses)
- | | |
|---|---|
| 1 Tropical image / <i>Image Tropicale</i> <input type="text"/> | 8 Our people / <i>La population</i> <input type="text"/> |
| 2 History & Culture / <i>Histoire & Culture</i> <input type="text"/> | 9 Beaches and lagoons / <i>Plages et lagons</i> <input type="text"/> |
| 3 Price of the destination / <i>Prix de la destination</i> <input type="text"/> | 10 Shopping / <i>Achats</i> <input type="text"/> |
| 4 High standard of hotel / <i>Haut niveau des hotels</i> <input type="text"/> | 11 Nature/Green Tourism / <i>Nature/Tourisme vert</i> <input type="text"/> |
| 5 Safe destination / <i>Destination sûre</i> <input type="text"/> | 12 Recommended by friends,relatives/ <i>Recommandé par des amis,parents</i> <input type="text"/> |
| 6 Sports/ <i>Activités sportives</i> (Specify / <i>Spécifier</i>) <input type="text"/> | 13 Reputation / <i>Réputation</i> <input type="text"/> |
| 7 Air Accessibility / <i>Accès aérien</i> <input type="text"/> | 14 Other, specify/ <i>Autre, spécifier</i> <input type="text"/> |
- 11 What was the main purpose of your visit to Mauritius? / *Quelle était la raison principale de votre séjour à l'île Maurice?*
- | | |
|--|--|
| Holidays / <i>Vacances</i> 1 | Sports/ <i>Activités sportives</i> 10 |
| Honeymoon / <i>Lune de miel</i> 2 | (Specify / <i>Spécifier</i>) |
| Business / <i>Affaires</i> 3 | Shopping / <i>Achats</i> 11 |

Medical / <i>Medical</i> 4	Attending conference, Group & incentives / ... 12
Studies / <i>Etudes</i> 5	<i>Assister à une conférence, Activité de groupe / team building</i>
Transit / <i>En transit</i> 6	Secondary residence / <i>Résidence secondaire</i> ... 13
Cultural event / <i>Evènement culturel</i> 7	Getting married / <i>Se marier</i> 14
(Specify / <i>Spécifier</i>)	
Religion - pilgrimage / <i>Religion - pèlerinage</i> 8	Attending wedding / <i>Assister à un mariage</i> ... 15
VFR / <i>Visite chez parents & amis</i> 9	Other, specify/ <i>Autre, spécifier</i> 16

12 (i) During this trip, are you visiting Mauritius only? / *Au cours de ce voyage, visitez-vous seulement l'île Maurice?* Yes/Oui ...1 No/Non ...2

(ii) If No, please state the other countries visited/ to be visited / *Si non, veuillez indiquer les autres pays visités / à visiter*

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

13 When did you make the booking? / *Quand avez-vous fait les réservations?* Weeks ago/ *Semaines auparavant*
 Number of days / *Nombre de jours*

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

Casino 1	Cultural event 2	Shopping 3	Golf 4
<i>Casino</i>	<i>Evènement culturel</i>	<i>Achats</i>	<i>Golf</i>
Walk with lions 5	Kite surf 6	Dolphin/ Whale watch 7	Hiking 8
<i>Interactions avec les lions</i>	<i>Kite surf</i>	<i>Voir les dauphins/ baleines</i>	<i>Randonnée</i>
Parasailing 9	Undersea walk 10	Visit botanical gardens/National Parks 11	
<i>Paravoile</i>	<i>Marche sous l'eau</i>	<i>Visiter Jardin botanique/Parc National</i>	
Visit historical sites/Museums 12	Scuba diving 13	Big game fishing 14	Zip lining 15
<i>Visiter les sites historiques/Musées</i>	<i>Plongée sous-marine</i>	<i>Pêche au gros</i>	<i>Tyroliennes</i>
Other sports, specify 16	Spa / wellness 17	Trail hiking/ 18	Other, specify 19
<i>Autres sports, spécifier</i>	<i>Spa / bien-être</i>	<i>Randonnée pédestre</i>	<i>Autre, spécifier</i>

(ii) What other activities would you like to see available in Mauritius? / *Quelles autres activités aimeriez-vous voir disponibles à Maurice?*

1. 2. 3.
 4. 5. 6.

15 (i) Where did you stay in Mauritius and number of nights spent at each place of stay? / *Où avez-vous logé à l'île Maurice et le nombre de nuits passées à chaque lieu de séjour ?*

Hotel / <i>Hôtel</i> 1	nights/nuits <input type="text"/> <input type="text"/> <input type="text"/>	With friends, relatives / <i>Chez des amis, parents</i> ... 4	nights/nuits <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 villa / house / RES/PDS/ <i>Propre villa/ demeure</i> 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, specify/ <i>Autre, spécifier</i> : 6	<input type="text"/> <input type="text"/> <input type="text"/>

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

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

16 Are you on a package tour? / *Faites-vous partie d'un voyage à forfait?* Yes/Oui ... 1 No/Non ... 2 **IF NO/ SI NON, SKIP TO Q. 21/ PASSEZ A Q.21**
(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) What is the duration of package tour? / *Quelle est la durée du voyage à forfait?* nights / *nuits*

(ii) What is the price of package per adult ? / *Quel est le prix du voyage à forfait par adulte?* Currency/ *Devise* Amount/ *Montant*

(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/Tout inclus 9
Car Hire/Location de voiture 5	Other, specify/ <i>Autre, spécifier</i> 10

(iv) How many sightseeing tours are included in the package? / *Combien de visites guidées sont incluses dans le forfait ?*

19 Where did you purchase this package? / *Où avez-vous pris ce voyage à forfait?*

At a point of sale of a travel agent / tour operator 1
À un point de vente d'un agent de voyages / tour operateur

On the web / internet with an Online Travel Agent (OTA – 3 main examples – booking, expedia and agoda) 2

Sur le web / internet avec un agent de voyage en ligne (OTA - 3 exemples principaux - booking, expedia et agoda)

On the web / internet with an airline holidays platform/website 3
 Sur le web/ internet avec une plate-forme de vacances de compagnie aérienne/ site internet

On the web / internet with a hotel holidays platform/website 4
 Sur le web/ internet avec une plate-forme de vacances à l'hôtel/ site internet

On the web/internet with a concierge / private counsellor service 5
 Sur le web/ internet avec un concierge/ service de conseiller privé

Others, specify/ Autre, spécifier 6

20 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/ Devise Amount/ Montant
 No. of persons covered:
 Nombre de personnes couvertes

SKIP TO Q. 25/ PASSEZ A Q.25

21 Where did you buy ? /Où avez-vous pris?
 At a point of sale of a travel agent / tour operator Air ticket/ Billet d'avion Accommodation/ Hébergement
 À un point de vente d'un agent de voyages / tour operateur
 On the web / internet with an Online Travel Agent
 Sur le web / internet avec un agent de voyage en ligne
 On the web / internet with an airline website
 Sur le web/ Internet avec un site de compagnie aérienne
 On the web / internet avec un site d'hôtel
 Sur le web/ internet avec un site d'hôtel
 On an online booking site (eg. Airbnb) / Sur un site de réservation en ligne
 (ex. Airbnb)
 Please specify booking site / Veuillez spécifier le site de réservation

 Others, specify/ Autre, spécifier

22 What is the price of airfare per adult? / Quel est le prix du billet d'avion par adulte ?

Currency/ Devise Amount/ Montant

23 (i) How much you and your party sharing common expenditure spent on accommodation? /combien avez-vous payé pour l'hébergement pour vous et le groupe?

Currency/ Devise Amount/ Montant
 No. of persons covered:
 Nombre de personnes couvertes

(ii) What was the total amount that you and your party sharing common expenditure spent during your stay in Mauritius **excluding cost of accommodation** ?
 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 d'hébergement?

Currency/ Devise Amount/ Montant
 No. of persons covered:
 Nombre de personnes couvertes

24 Which of the following best describes the sleeping and meal arrangement during your stay?

Lequel des descriptions suivants décrit le mieux l'arrangement pour hébergement et le type de repas pendant votre séjour?

- Bed only/ Lit seulement **1**
- Bed & Breakfast/ Petit déjeuner compris **2**
- Half-board/ En demi-pension (Petit déjeuner et diner) **3**
- Full-board/ Pension complète (Tous les repas) **4**
- All inclusive/ Tout inclus (Tous les repas avec boisson) **5**
- Free/ Hébergement gratuit **6**

25 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/ Devise	Amount/ Montant	
(i) Food & Beverages / Repas et boissons	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
(ii) Public transport / Transport en commun	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
(iii) Taxi	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
(iv) Car hire with driver/Location de voiture avec chauffeur	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
(v) Car hire without driver/Location de voiture sans chauffeur	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
(vi) Fuel for car hire / Carburant pour location de voiture	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
(vii) Sightseeing / Excursions	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
(viii) Sports & Recreation / Loisirs	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
(ix) Shopping / Achats	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
(x) Others / Autres	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Total	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

26 (i) Did you change part of your money into Mauritian rupees in your country prior to visiting Mauritius? Yes/Oui ... 1 No/Non ... 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, veuillez spécifier le montant en roupies

27 (i) Did you make any payment directly in foreign currency in Mauritius? Yes/Oui ... 1 No/Non ... 2

Avez vous fait des paiements à l'île Maurice en devise étrangère?

- (ii) If yes, state amount: (a) on accommodation / sur hébergement Amount/ Montant
 Si oui, veuillez mentionner le montant: (b) on others / autres Amount/ Montant

MODULE C

28 How would you rate the level of security and state of environment on a scale of 1 to 10, 10 being the highest score?

Comment évaluez-vous le niveau de sécurité et l'état de l'environnement sur une échelle de 1 à 10, 10 étant le meilleur score?

	Level of security / Niveau de sécurité	State of environment / Etat de l'environnement
Hotel / L'hotel	<input type="checkbox"/>	<input type="checkbox"/>
Non-hotel accommodation / Parahôtellerie	<input type="checkbox"/>	<input type="checkbox"/>
In taxi / En taxi	<input type="checkbox"/>	<input type="checkbox"/>
On the beaches / Sur nos plages	<input type="checkbox"/>	<input type="checkbox"/>
In Public Places / Sur les lieux publiques	<input type="checkbox"/>	<input type="checkbox"/>
On Tourist sites / Sur les sites touristiques	<input type="checkbox"/>	<input type="checkbox"/>
Cultural/ Heritage Site / Site culturel/patrimonial	<input type="checkbox"/>	<input type="checkbox"/>
Nature-based sites such as National Parks and Gardens/ Sites naturels tels que les parcs et jardins nationaux	<input type="checkbox"/>	<input type="checkbox"/>
In Mauritius / A l'île Maurice	<input type="checkbox"/>	<input type="checkbox"/>

29 On a scale of 1 to 10, 10 being the highest score, how would you rate the customer service at:
 Sur une échelle de 1 à 10, 10 étant le meilleur score, comment évaluez-vous le service client à:

the airport / l'aéroport

Other (Specify) / Autre, spécifier

30 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** Please give a reason/ Spécifier
- As expected / Comme attendu **2** Please give a reason/ Spécifier
- Beyond expectation / Au delà des attentes **3** Please give a reason/ Spécifier

31 If you have to give an overall appreciation score to Mauritius as a holiday destination, what will it be from 1 to 10, 10 being the highest score?
 Si vous devez évaluer l'île Maurice en ce qui concerne votre vue général d'appréciation en tant que destination de vacances, que sera-t-il de 1 à 10, 10 étant le meilleur score?

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

33 Would you recommend Mauritius as a holiday destination to your friends and relatives? Yes/Oui ... 1 No/Non ... 2
 Recommanderiez-vous l'île Maurice comme une destination touristique à vos amis et proches?
IF No/ Si Non, Please give reason/ Spécifier

34 What would be your next holiday destination outside your country of residence?
 Quelle serait votre prochaine destination de vacances en dehors de votre pays de résidence?

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.	<input type="checkbox"/>	5.	<input type="checkbox"/>
2.	<input type="checkbox"/>	6.	<input type="checkbox"/>
3.	<input type="checkbox"/>	7.	<input type="checkbox"/>
4.	<input type="checkbox"/>	8.	<input type="checkbox"/>
Most appealing site Le site le plus intéressant	<input type="checkbox"/>		

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)

.....