



Inspiring new ways

TOURISM PERFORMANCE REPORT

JULY - SEPTEMBER
2019





DEFINITIONS

Tourism is not an industry in the traditional sense. Industries are generally classified according to the goods and services they produce, but tourism is a consumption-based concept that depends on the status of the consumer. With the growing significance of tourism globally and the increasing economic interdependence between countries, it is vital that there is a common language for defining and measuring tourism statistics.



Country of residence – If a person resides (or intends to reside) for more than one year in a given country and has his/her centre of economic interest (i.e. major source of income), he/she is considered a resident of this country.

Visitor – A visitor is a traveller taking a trip to a main destination outside his/her usual environment, for less than a year, for any main reason other than to be employed by a resident entity in the country or place visited.



Same-day visitor – A visitor is classified as a same-day visitor if his/her trip does not include an overnight stay.

Tourist – A visitor who stays at least one night in the place visited.

International tourist – An international visitor who stays at least one night in collective or private accommodation in the country visited.

Domestic visitor – A visitor is a traveller taking a trip to a main destination outside his/her usual environment, for less than a year, for any main purpose other than to be employed by a resident entity in the country or place visited.

Domestic tourist – A resident visitor who visits within the economic territory of the country of reference.



Trip – A trip refers to the travel by a person from the time of departure from his/her usual residence until he/she returns: a round trip. Trips taken by visitors are tourism trips.

Usual environment – The usual environment of an individual, a key concept in tourism, is defined as the geographical area within which an individual conducts his/her regular life routines. To be outside the usual environment, the person should travel more than 40 kilometres from his/her place of residence (one way) and the place should not be visited more than once a week. This includes place of work and place of study. Leisure and recreational trips are included irrespective of frequency.



ABOUT THE REPORT

This consolidated report has been prepared by the Strategy, Insights and Analytics (SIA) Unit. It provides a review of the tourism sector's performance in the third quarter of 2019 compared with the same quarter in previous years.

The report should be read in conjunction with the tables at the end of the report, which provide full details on the quarter's statistics.

INTERNATIONAL ARRIVALS STATISTICS



This report is based on the systems and methodologies that were developed and applied from 2001. In 2002, South African Tourism (SA Tourism) extended the survey of departing foreign tourists at OR Tambo International Airport from summer and winter to throughout the year. In 2003, the coverage was extended to Cape Town International Airport, along with monthly surveys of the largest segment of foreign arrivals: land border arrivals. The departure survey measures the travel behaviour of foreign tourists as they leave South Africa from both land and airports of entry (the number of people arriving by sea is negligible, and is therefore excluded from the survey).

As it is not feasible to interview every tourist leaving the country, SA Tourism designed a random stratified sampling framework of 3 800 arrivals per month at the airports and 1 000 arrivals per month at land border posts. This is derived from Statistics South Africa (StatsSA) tourist arrivals data. The sample is representative of the population at a confidence interval of 95% (95% certain the sample contains the true mean of the population) and a margin of error of 1.6% for the airport monthly sample and 3.1% for the land border monthly sample.

The results are subsequently statistically weighted up to the tourist arrivals by air and road in a given time period, as released by StatsSA. This allows continuous tracking of travel and expenditure patterns, accommodation usage, travel behaviour, experiences and buying processes.

DOMESTIC STATISTICS



The domestic survey is conducted through in-home, face-to-face interviews, which is the best mode of contact for ensuring data validity and soundness in this particular study. The sample is designed as a multi-stage, stratified sample of 1 300 people per month. The sampling framework is built from geographic strata, which are based on enumerator areas that are used as primary sampling units, and households, which are used as the secondary sampling units. The sampling represents the adult South African population aged 18 years and older.

In each enumerator area, four households are systematically selected with equal probability. The areas are disproportionally allocated to the main strata in order to ensure sufficient representation for smaller provinces. The sample design ensures that all stratification variables such as province, metro, urban, rural, race, age and gender are covered. The domestic survey has a margin of error of 2.7% at a confidence interval of 95% on the monthly sample. Results from the obtained sample are weighted based on StatsSA's mid-year population estimates of South African citizens aged 18 and older.

THE REPORT IS BASED ON THE FOLLOWING SOURCES:

- StatsSA's tourism & migration releases
-
- SA Tourism's departure tourism survey
-
- StatsSA's Tourism Satellite Account for South Africa
-
- Euromonitor for Travel & Tourism
-
- UNWTO World Tourism Barometer
-
- SA Tourism's domestic tourism survey
-
- World Travel Tourism Council

DISCLAIMER

The SIA Unit makes every effort to publish reports that are error-free. However, with the large number of complex records that are analysed, we cannot guarantee that all reports are totally free of error. All errors that are detected are immediately corrected and the latest version of the report is always made available on www.southafrica.net/research.

To access this report online please visit the research section on SA Tourism's website at www.southafrica.net/research. For more information e-mail research@southafrica.net.

A person with dark hair, wearing a light grey short-sleeved button-down shirt, mustard-colored cargo pants, and red and black sneakers, stands on the edge of a dark, jagged rock formation. They are seen from behind, looking out over a vast, deep valley filled with dense green forests. In the distance, more steep, rocky mountain peaks rise above the trees. A black shoulder bag is slung over the person's right shoulder. The scene is bathed in soft, natural light, suggesting early morning or late afternoon. A dark, semi-transparent rectangular box is overlaid on the left side of the image, containing the text 'TOURISM OUTLOOK' in white, bold, sans-serif capital letters.

TOURISM OUTLOOK

GLOBAL TOURISM PERFORMANCE

+4.0% ▲

- According to the latest issue of the United Nations World Tourism Organization (UNWTO) World Tourism Barometer global international tourist arrivals (overnight visitors) grew 4.0% in January-September 2019 compared to the same period in 2019, with mixed performance among world regions.
- The Middle East (+9%) led growth followed by Asia and the Pacific and Africa (both +5%). Europe (+3%) and the Americas (+2%) enjoyed a more moderate increase.
- The global economic slowdown, trade tensions and rising geopolitical challenges, social unrest, prolonged uncertainty about Brexit and lower business confidence have weighed on growth in international tourism.
- The collapse of major travel group Thomas Cook and some small European airlines temporarily affected some key tourism destinations, particularly in Europe and the Americas.
- As per the main source markets, the United States led growth in international tourism expenditure in absolute terms, supported by a strong dollar. France reported the strongest increase among the top ten markets, reflecting for the second consecutive year a surging demand while China, the world's top source market saw outbound trips increased by 14% in the first half of 2019, though expenditure fell 4% compared to the same period last year.
- The International Air Transport Association (IATA) Passenger traffic results for September 2019 showing that demand climbed 3.8% compared to the same month last year, broadly unchanged from August's performance. Capacity (available seat kilometers or ASKs) increased by 3.3%, and load factor climbed 0.4 percentage point to 81.9%, which was a record for any September.
- "September marked the eighth consecutive month of below average demand growth. Given the environment of declining world trade activity and tariff wars, rising political and geopolitical tensions and a slowing global economy, it is difficult to see the trend reversing in the near term," said Alexandre de Juniac, IATA's Director General and CEO.

SEPTEMBER 2019 (% YEAR-ON-YEAR)	WORLD SHARE ¹	RPK	ASK	PLF (%-PT) ²	PLF (LEVEL) ³
Total Market	100.0%	3.8%	3.3%	0.4%	81.9%
Africa	2.1%	1.7%	3.4%	-1.2%	72.1%
Asia Pacific	34.5%	4.8%	5.7%	-0.7%	80.1%
Europe	26.8%	2.6%	2.3%	0.2%	86.6%
Latin America	5.1%	3.3%	1.3%	1.6%	81.9%
Middle East	9.2%	2.0%	0.3%	1.2%	75.0%
North America	22.3%	5.1%	2.7%	1.8%	82.8%

<https://unwto.org/world-tourism-barometer-2019-nov> <https://www.iata.org/en/pressroom/pr/2019-11-07-01/>

INTERNATIONAL TOURISM PERFORMANCE

- 4.2% ▼

- There were 2.5 million international tourist arrivals recorded in this quarter, a -4.2% decline compared to the same quarter in 2018.
- One in five (18.1%) of those tourists travelled to more than one province with Gauteng, Limpopo, Western Cape and Mpumalanga being the most visited provinces.
- Africa is still our biggest source region with a total of 1.9 million international tourist arrivals
 - The attacks on foreign nationals that were prevalent in this quarter resulted to a decline of -4.4% compared to previous year.
- Europe is the second biggest source region for international tourist arrivals to South Africa, however tourist arrivals from this region declined by 5.0% to 329 120 in this quarter of 2019.
 - Despite the decline in arrivals tourist from this region, Europeans were the third highest spenders in this quarter and their per capita spend increased by 13% to R20 900. This resulted in a R6.4 billion injection into SA .
- International tourist arrivals from Asia decreased by -3.8% to reach a total of 76 836. The Asian tourists increased their length of stay in South Africa by 5 nights to an average of 24 nights per tourist. The nights spent in B&B and Self catering units benefited substantially.
- Australasia international tourist arrivals decreased by -9.8% to 34 409. While the main reason for travel to SA from this region has been traditionally pure holiday travel, recently we have seen a continuous shift of travelers coming to SA to visiting friend and relatives. The VFR travel market share increased to 37.5% from 28.3% in 2018.
- South Africa welcomed a total of 116 990 international tourist arrivals from North America. This is a decrease of 1.5% compared to the same period in 2018. Although short in arrivals, the average expenditure per tourist was higher at R24 400 making this the second highest spenders per capita. The total revenue injected into the economy increased by 1.4% to a total of R2.5 billion in this quarter.
- South and Central America is the second smallest region in terms of arrivals to South Africa. But, in the last two years this region has shown strong growth, recording an increase of 2.3% in the third quarter of 2019 to a total of 30 652 arrivals. The growth in travel to SA in this quarter was driven by an increase in delegates coming for business events as the share of arrivals moved from 8.8% in 2018 to 19.6% in 2019.

A person with dark hair, wearing a light grey short-sleeved button-down shirt, mustard-colored cargo pants, and red and black sneakers, stands with their back to the camera on the edge of a dark, craggy rock formation. They are looking out over a deep, misty valley filled with dense green forests. In the distance, more rugged mountain peaks are visible under a hazy sky. A black shoulder bag is slung over their right shoulder. The overall scene conveys a sense of adventure and nature tourism.

TOURISM OUTLOOK

INTERNATIONAL TOURISM PERFORMANCE

JULY - SEPTEMBER 2019

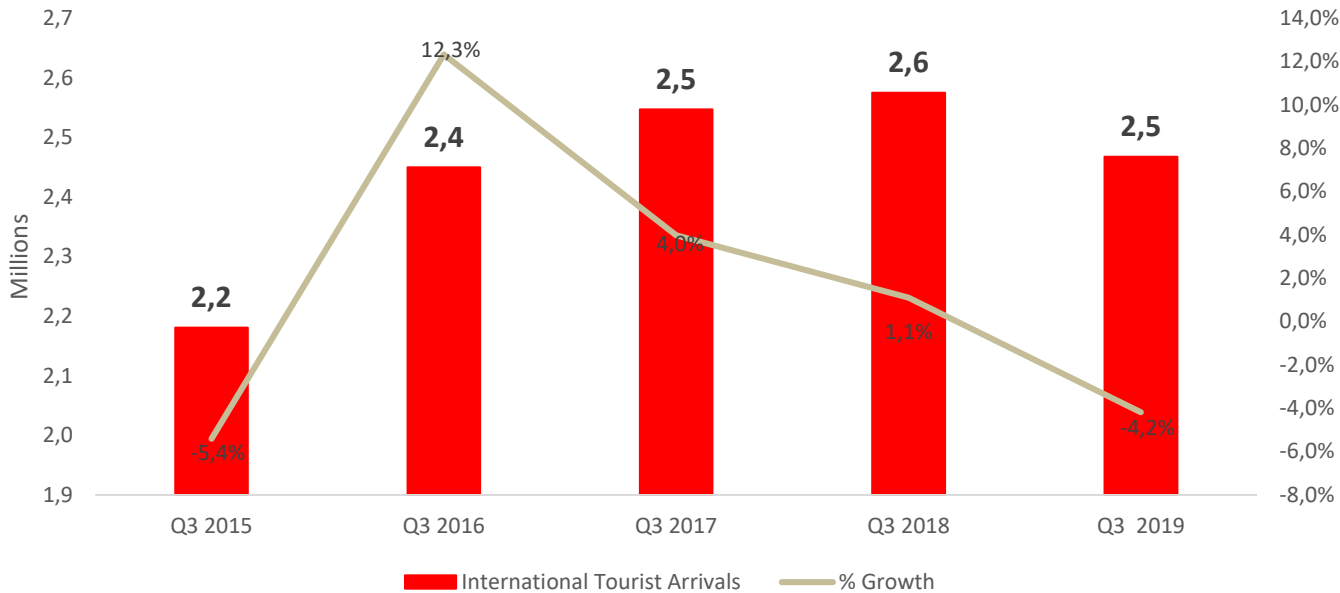




INTERNATIONAL TOURIST ARRIVALS

2.5 million

-4.2%



North America

116 990 arrivals
1.9% down from 2018 ▼

Europe

329 120 arrivals
-5.0% down from 2018 ▼

Middle East

17 915 arrivals
16.1% up from 2018 ▲

Asia

76 836 arrivals
-3.8% down from 2018 ▼

Central & South America

30 652 arrivals
2.3% up from 2018 ▲

Africa

1 857 764 arrivals
-4.4% down from 2018 ▼

Australasia

34 409 arrivals
-9.8% down from 2018 ▼

INTERNATIONAL TOURISM PERFORMANCE

AFRICA

About 1.9 million international tourists arrived in South Africa from this region. Although there has been a decline (-4.4%) compared to the previous year, Africa is still our biggest source region, accounting for 75% of international tourist arrivals. The attacks on foreign nationals that were prevalent in this quarter severely hampered performance. The main reason tourists from the region came to South Africa was to visiting friends and family (46.3%), shopping for personal items (14.6%) and traders shopping for business (12.5%). The share of VFR travel and shopping for business increased in this period; the declines were driven by tourists who come do shopping for personal use.

Africa land markets account for majority of the arrivals from the continent and its market share continues to grow as it increased by 1 percentage point to 96%. This took the arrivals to approximately 1.7 million.

- Zimbabwe (0.8%) and Eswatini (6.5%) were the only two countries where there was growth in arrivals from the land markets.
- While arrivals from Lesotho (-12.6%), Zambia (-11.9%), Mozambique (-5.4%), Botswana (-7.4%) and Namibia (-10.6%) declined. The travel to SA from Zambia and Namibia has been declining consistently for two consecutive years. What has been consistent in both markets is that travel for holiday and business events to SA has been growing despite the declines we see in other types of travel. The shopping for business and VFR are the biggest travel segment and a swing in one of them affect the overall performance of these two markets.



INTERNATIONAL TOURISM PERFORMANCE

AFRICA

- **Africa air markets** declined by -23.1% to reach 79 859 tourist arrivals. This decline was largely driven by declines from Nigeria (-38.7%), Ethiopia (-28.2%), Ghana (-13.7%) and DRC (-13.7%).
- Nigerians predominantly travel to South Africa on holiday, and the share of tourists arriving from Nigeria for this purpose has been growing since 2017, however in 2019 it has dropped back to 23.8%. Interesting to note that despite the attacks on foreign nationals that were prevalent in SA during this period it has not impacted the travel for business events and VFR travel as both increased by 24.6% and 23.5% respectively. The true decline in this period has been driven by fewer tourists visiting for holiday reasons. Visa challenges are severely affecting the opportunity to grow the holiday travel segment. The processing capacity has shifted from 250 applications processed per day to a target of 150 applications, leading to a backlog and delays in the issuing of visas.
- Ethiopian's predominantly come to South Africa for business events and visiting of friends and relatives who stay in South Africa and there was fewer VFR travel in this period. There was an increase in business travel from this market as the share increased to 32.4%.
- The international tourist arrivals from DRC decreased by -13.7% to 9 507. Congolese visit South Africa for VFR(29.7%) and holiday travel(20.2%). The tourists from this country are by far the biggest spenders compared to any other country; this has further increased by 20% to R30 000 per tourist in 2019.

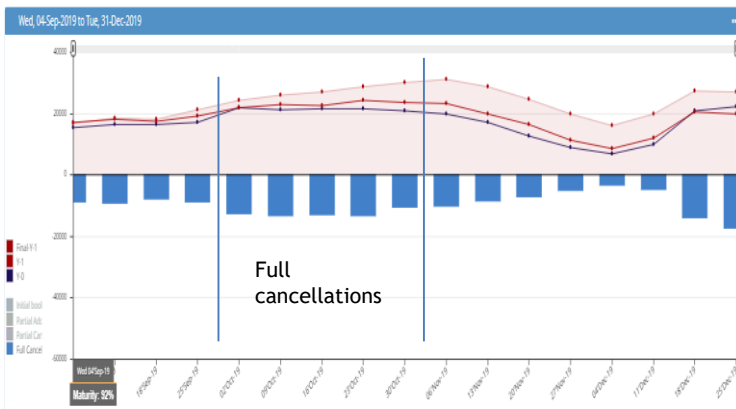


INTERNATIONAL TOURISM PERFORMANCE

EUROPE

- Europe is the second biggest source region for international tourism to South Africa, tourist arrivals from this region declined by -5.0% to 329 120 in this quarter. This marks the second consecutive decline SA is experiencing in this region. In 2018, the Cape Town water crisis was the key driver of the decline while in 2019 the attacks on foreign nationals led to 167 066 air ticket cancellations (UK and Germany had the biggest cancellations).

BOOKING SIGNS	Year 0	Year -1
Initial bookings	612617	691759
Partial Add./Modif.	222376	326292
Partial Cancel.	-376503	-498570
Full Cancel.	-167066	-199712
Booking Signs (selected)	291424	319769
Total Trips	291424	319769



- Despite the decline in tourist arrivals from the region the average spend per tourist increased by 13.0% to R20 900. This resulted to a R6.3 billion injection into the SA economy. The revenue from UK reached its record high of over R2.0 billion while revenue from Germany reached over R1.3 billion. The depreciation of Rand against Euro and Pound worked as an added benefits as tourist from these market could get more from their budget.



INTERNATIONAL TOURISM PERFORMANCE

EUROPE

All source markets declined in this term except for Austria, Italy and Netherlands.

- A total of 84 870 tourist visited from SA's biggest European source market, the UK. This is a decline of -2% compared to what was recorded in 2018. The majority of tourists from this market visit South Africa for holiday(44.6%), VFR(37.5%) and MICE(14.8%). Although there was a decline in arrivals, the revenue generated from this market increased by 40% to an estimated R2.0 billion. On average a British tourist spent R19 300 in South Africa. The 2.2% decrease in air ticket prices and favorable exchange rate of the pound against rand also contributed positively.
- There were 57 435 international tourist arrivals from Germany in this quarter, this has declined by 8.4% compared to previous year. Despite the -13.3% decline in air ticket prices for this quarter, this did not help grow holiday travel from this market as the increase was only seen in VFR and delegates attending business events. The revenue generated from this market increased by 35.3% to a total of R1.3 billion.
- The Netherlands was one of the few markets that increased(0.8%) in this quarter, a total of 42 364 international arrivals. The growth was driven by an increase in delegates attending business events in SA; the share grew from 6.2% in 2018 to 12.3% in 2019.
- Italian tourist arrivals to SA grew 4.6% (the fastest in the region by) to a total of 23 352. Similar to Netherlands MICE travel was the key driver for this growth as the share increased from 10.7% in 2018 to 22% in 2019. The air ticket prices from this market was USD 507, a -17.7% decrease from 2018.



INTERNATIONAL TOURISM PERFORMANCE

ASIA

International tourist arrivals from this region declined by -3.8% in this quarter to reach a total of 76 836. There were declines in travelers from China (-10.5%), Japan (-5.6%), Singapore (-1.6%) and South Korea (-14%) while markets such as India (3.0%), Philippines (15.6%), Malaysia (16.4%) and Taiwan (21.8%) grew. Tourists from this region increased their length of stay in South Africa by 5 nights to 24 nights. It was encouraging to also see the diversification of usage in accommodation establishments as B&Bs and self catering units increase the fastest.

- India, which is the second largest market in the region, increased by 3.0% to reach 21 158 international arrivals. Many of the tourists from this market visited South Africa for MICE travel growing from 26.4% in 2018 to 37.6% in 2019.
- Tourist arrivals from China declined by -10.5% in this quarter to 24 540. Despite the decline in arrivals from this market the share of holiday travel increased from 29.8% in 2018 to 39.6% in 2019. The air ticket prices from this market were reduced by -3% in the quarter to an average price fare of USD 644.
- Japan decreased by 5.6% in this quarter to a total of 7 128 arrivals. This market travels to South Africa for four main reasons: Holiday (94.5%), business (4.9%), study (6.6%), medical treatment (0.04%); holiday travel drove the growth in this quarter.

- <https://www.bangkokpost.com/business/1806179/singapore-tourist-numbers-reach-all-time-high>



INTERNATIONAL TOURISM PERFORMANCE

AUSTRALASIA

International tourist arrivals decreased by -9.8% in this quarter to 34 409. Australasians predominantly travel to SA for holidays (41.9%) and visiting friends and relatives (37.5%). The decline was heavily driven by declines in holiday travel. The two main markets of focus in this region are Australia, which declined by -7.6%, and New Zealand, which increased by 4.7%.

- There were 31 323 international tourist arrivals from Australia. The drought that led to bushfires is mostly cited as being the major hindrance to travel from of this market.

Australia fires compared to other major fire events

FIRE NAME	YEAR	NUMBER OF ACRES BURNED
Australia bushfires*	2019–20	25.5M
Brazilian Amazon fires over 12 months	2019	17.5M
Siberia fires in July	2019	6.4M
Alaska fires over the summer	2019	2.5M
Worst California wildfire season	2018	1.9M
Peshtigo fire: Worst fire in US history	1871	1.2M
Australia's Black Saturday bushfires	2009	1.1M
Latest California wildfire season	2019	260K
California Camp Fire	2018	153K

*As of January 7, 2020

Sources: Reuters; IPNE; NASA; Cal Fire; Weather.gov; National Museum Australia

INSIDER

- New Zealand arrivals increased by 4.7% to reach 4 329. SA is recovering from this market after consecutive year-on-year declines due to reciprocal visas that were introduced in January 2017. The impact of this was that holiday travel dropped from 59% in 2017 to 35.4% in 2019.



INTERNATIONAL TOURISM PERFORMANCE

NORTH AMERICA

South Africa welcomed a total of 116 990 international tourist arrivals from this region, a 1.9% decrease compared to the same period in 2018. At least half (56%) of the tourists from this region travel to SA for holiday-related reasons while the remaining travel for VFR(14.9%) and MICE(13.7%). The arrivals declined from both the key markets, USA (-4.9%) and Canada(-1.5%). The revenue generated from tourists in this region grew by 1.4% to an estimated R2.5 billion.

- A total of 103 023 international tourist arrivals were recorded from USA in this quarter. This is one of the most expensive routes to fly to SA. The airfares shows that the prices were dropped by -23.5% to an average fare of USD 1 010 in this quarter.
- A total of 13 697 international tourist arrivals were recorded from Canada.



INTERNATIONAL TOURISM PERFORMANCE

SOUTH AND CENTRAL AMERICA

South and Central America is the second smallest region in terms of arrivals to South Africa. But, in the last two years this market has shown strong growth, recording an increase of 2.3% in this quarter of 2019.

- Brazil, being the largest source market in this region, grew by 7.3% to a total of 19 845 arrivals. This was despite Brazil's own challenges in this quarter; 72,843 forest fires threatened the world's biggest rain forests which set the economy back. The growth in Brazilian tourists was driven by delegates travelling for business events. This market was the only market where over 70% of its tourists visiting South Africa were here as first time visitors, this has been the trend even in the previous two quarters of 2019. The average airfare from this markets was reduced by -16% to an average fare of USD 394 .
- International tourist arrivals from Argentina decreased by -25.3% to a total of 2 749 in this quarter. Holiday travel to South Africa declined to 51.3%. The biggest decline was from travel from tourists between the age of 25 - 34 years old.

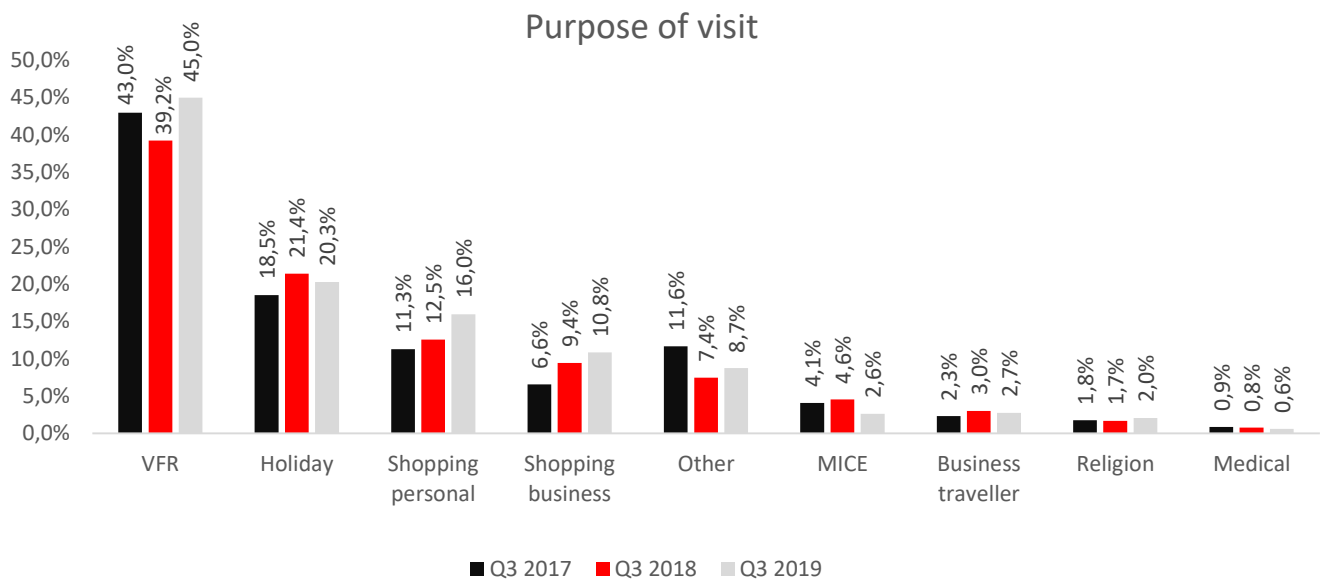




INTERNATIONAL TOURIST ARRIVALS

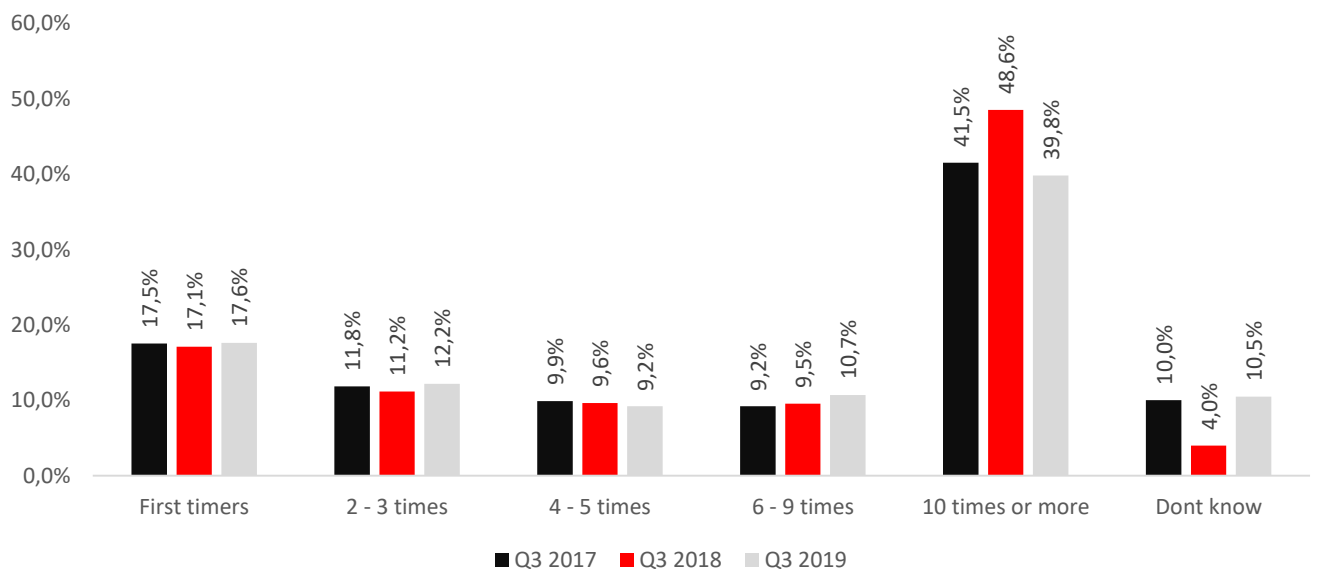
- Purpose of visit
- Repeat rate

The main reason for international tourists visiting South Africa was to visit friends and relatives. This has increased in this quarter to 45%.



The majority of tourists that visit South Africa have visited the country before as only less than 20% were coming for the first time. The key focus for the SA Tourism marketing strategy is to ensure that the share of first time travel to SA increases. 2019 brought forth marginal increases in first-time travellers to SA.

Repeat





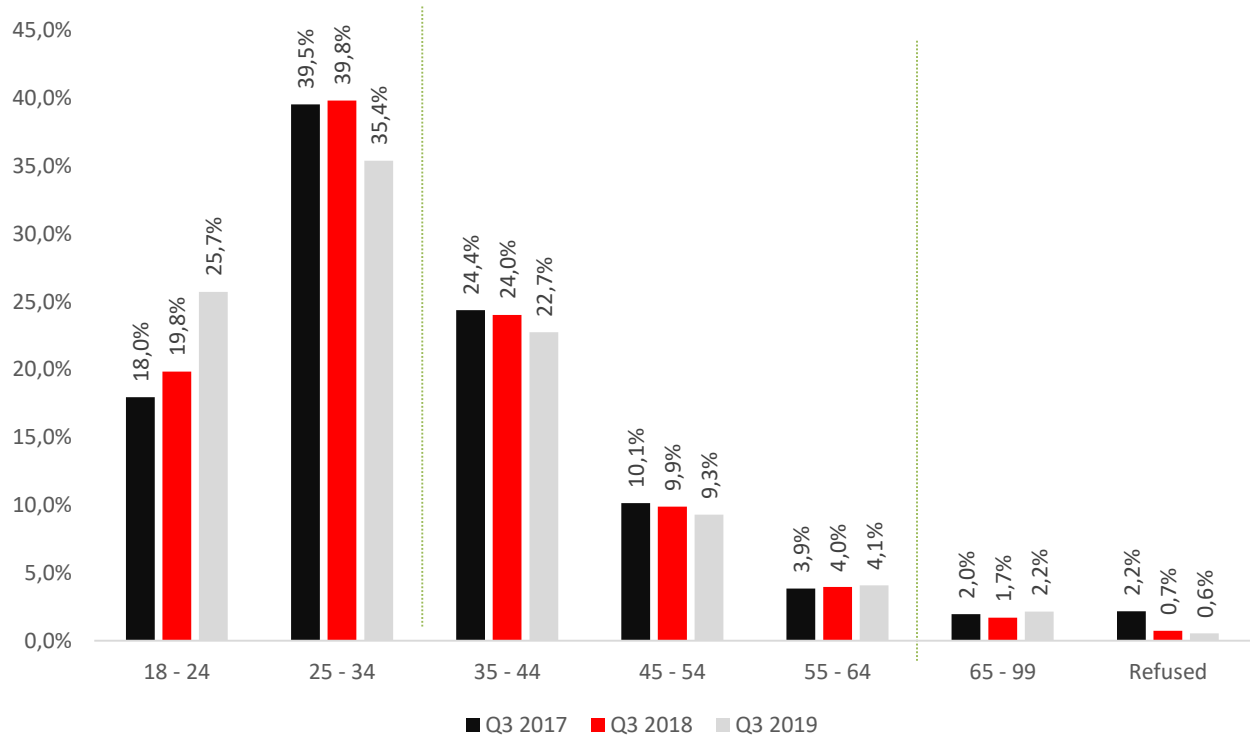
INTERNATIONAL TOURIST ARRIVALS

- Age breakdown

61.1% of the international tourists that visited South Africa in this quarter were younger than 35 years (Millennials). The share of total arrivals for this purpose has been increasing since 2016 and is driven by younger Millennials. The popularity of South Africa among the older travellers dropped significantly.

The significant difference among these segments is marked by an increased use of and familiarity with communication, media and digital technologies. The fundamental travel needs remain similar.

International Tourist - Age



Millennials



Generation-X



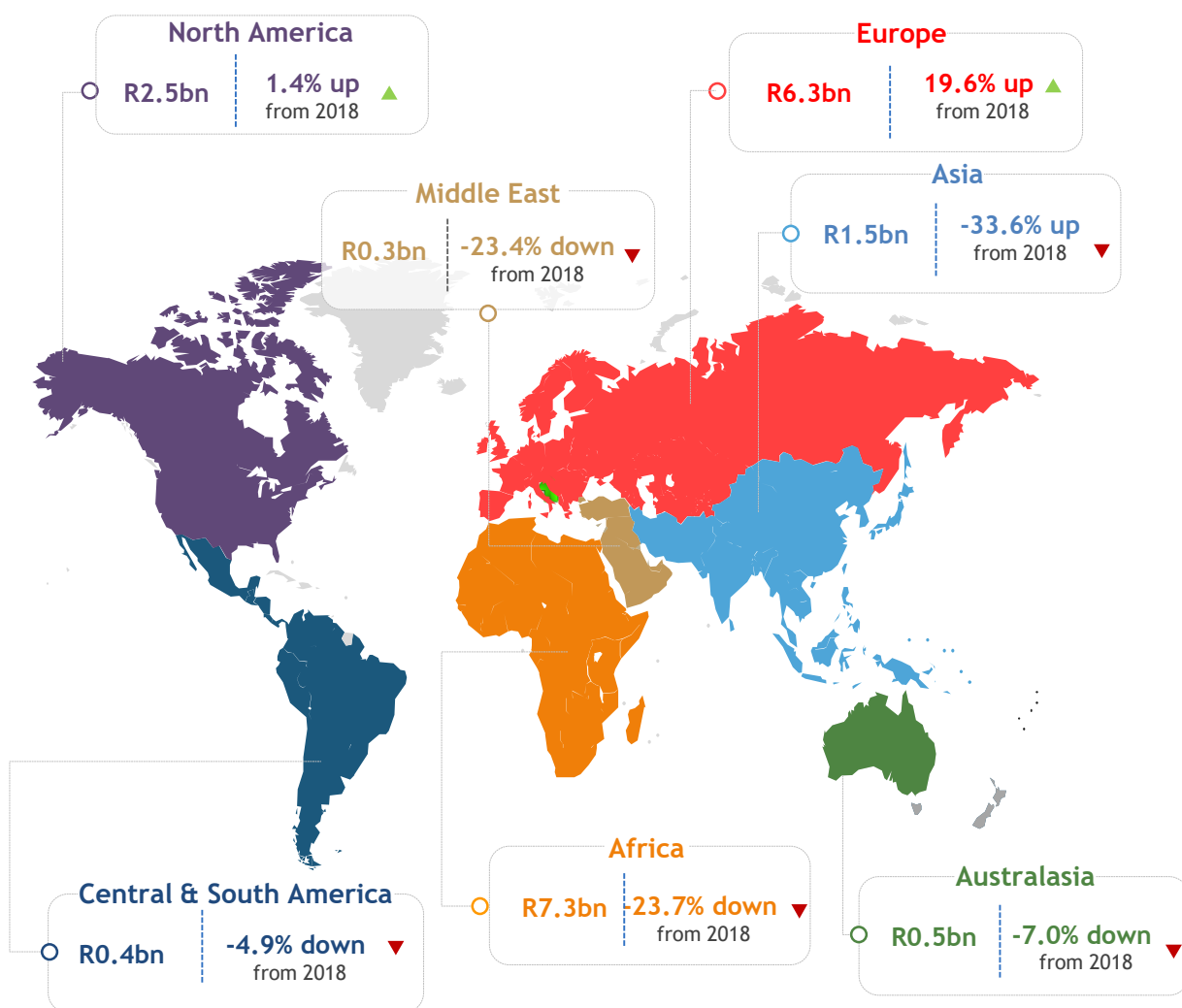
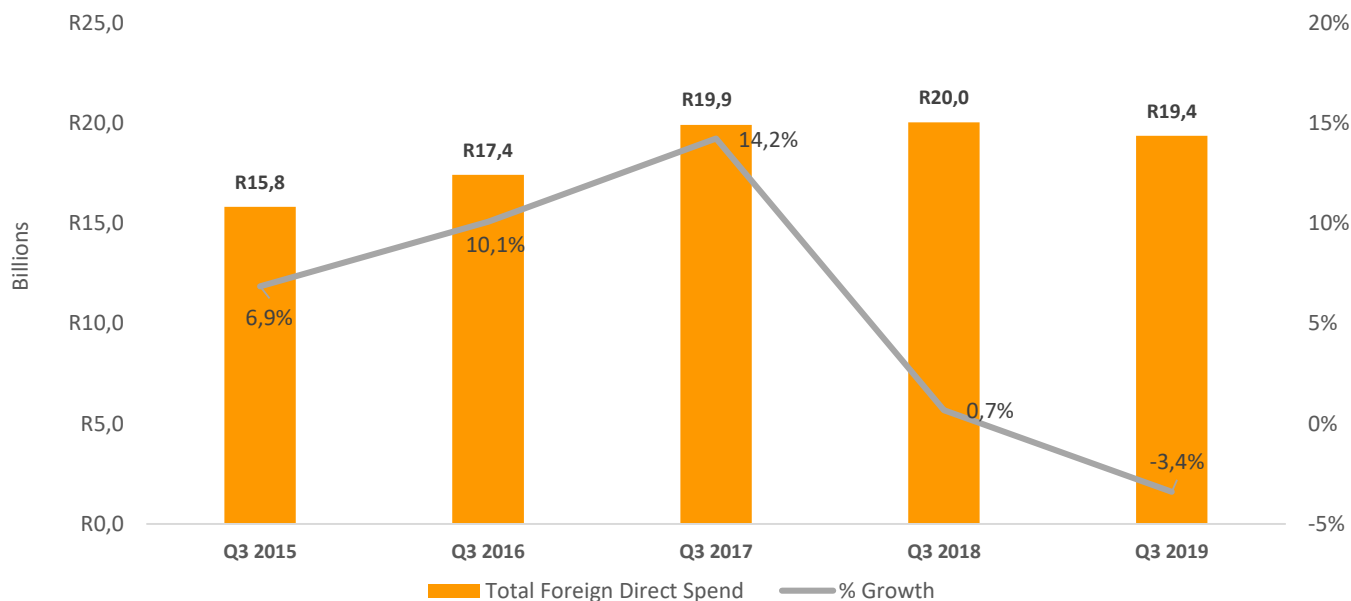
Baby Boomers



TOTAL FOREIGN DIRECT SPEND

R19.4 billion

-3.4%





AVERAGE SPEND PER INTERNATIONAL

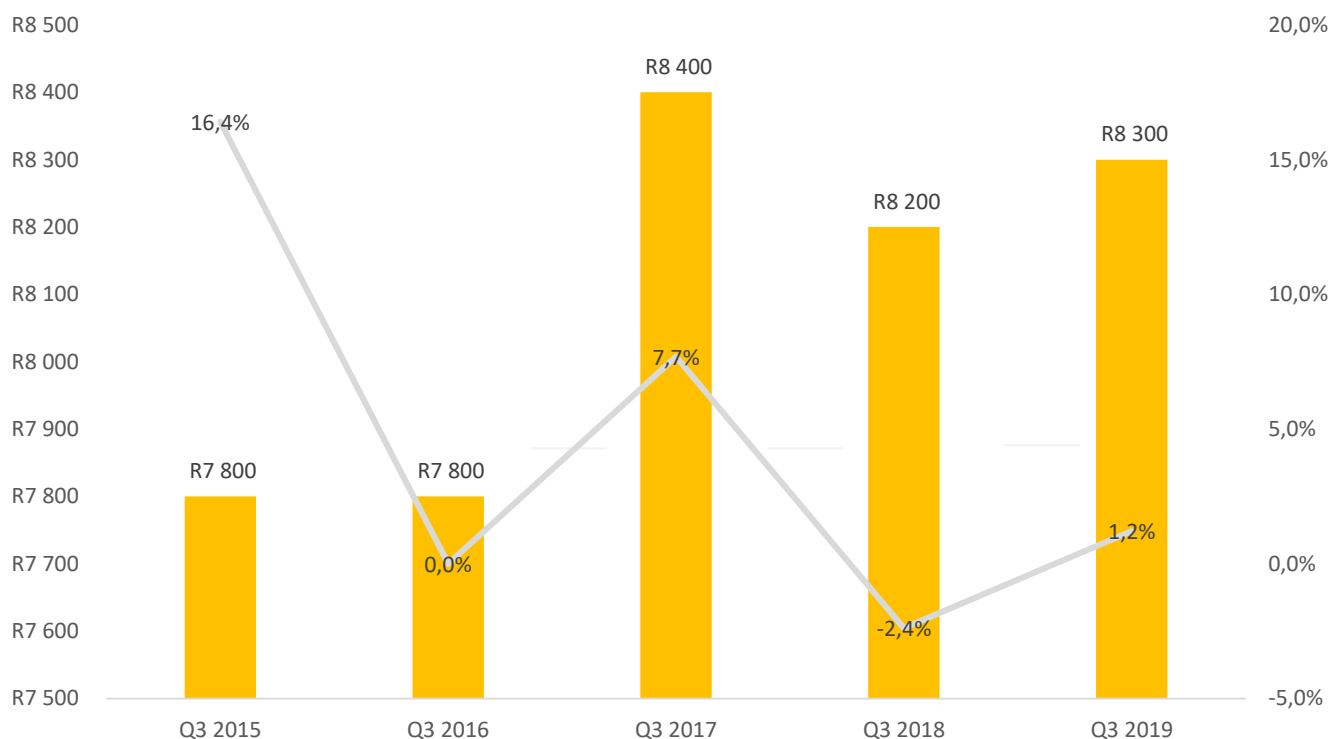
R8 300

+1.2%

The average amount spent by tourists in South Africa was R8 300. This increased by 1.2% compared to the same period in 2018.

Tourists from Middle East spent on average the most at R24 800 compared to the same period in 2017.

The second biggest spenders on average are North Americans with an average of R24 400 per trip.



	Q3 2015	Q3 2016	Q3 2017	Q3 2018	Q3 2019
Africa	5 800	5000	4 600	5000	3900
Asia	12 600	12 500	18 100	16 300	20 800
Australasia	15 500	20 900	20 200	19 100	19 200
South America	18 800	17 300	16 400	16 200	17 500
Europe	14 600	17 400	20 900	18 500	20 900
Middle East	17 000	21 400	23 200	26 700	24 800
North America	18 300	18 500	28 900	23 300	24 400



SPEND BY CATEGORY

R19.4 billion

International tourists predominantly spend their money on shopping (R5.4Bn down 12.9% from Q3 2018), food (R3.1Bn down 1.3% from Q3 2018) and accommodation (R2.6Bn down 0.4% from Q3 2018). Medical Expenses grew up 38.4% in the same period. Spend on goods for resale grew by 20.7% while spend on leisure activities declined by 18.0% .

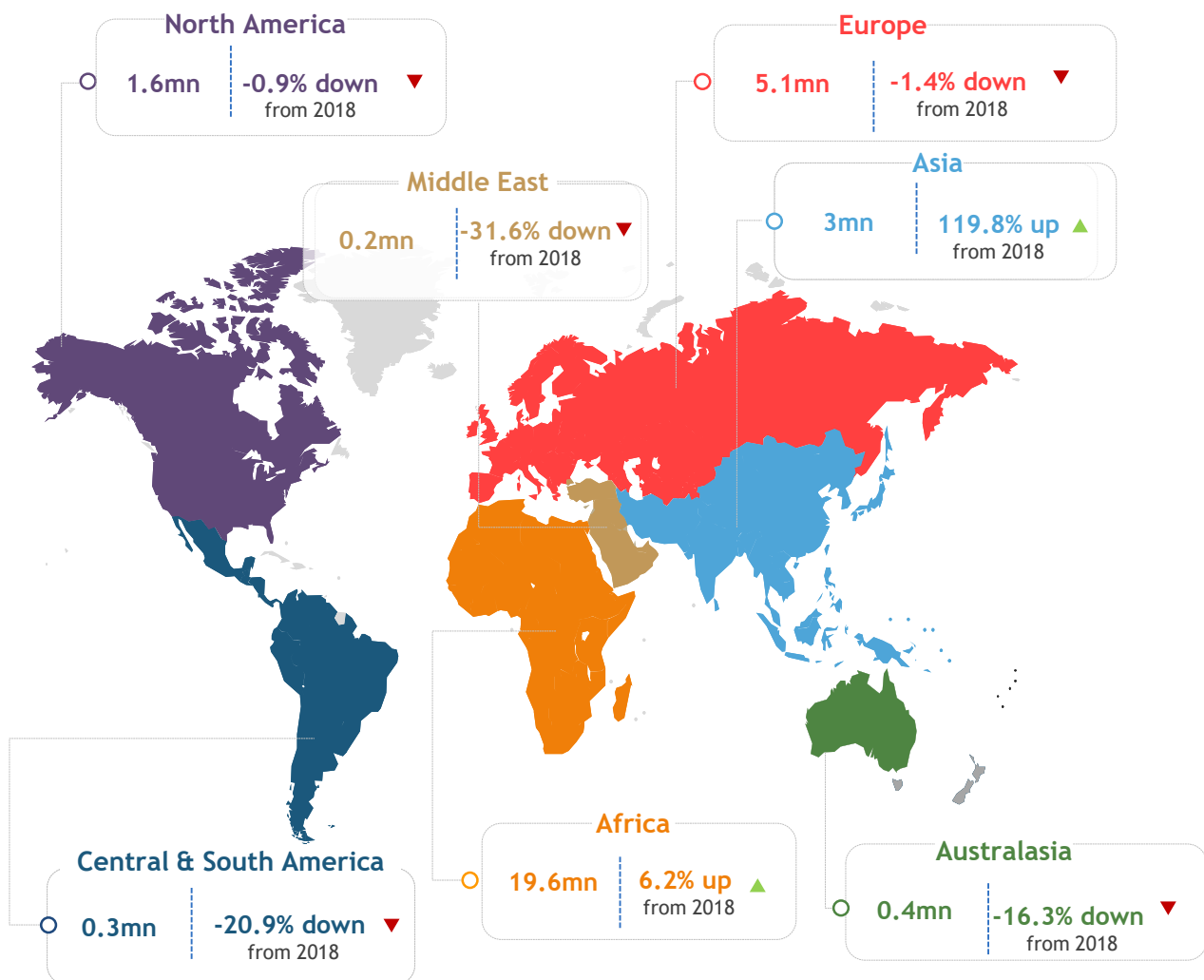
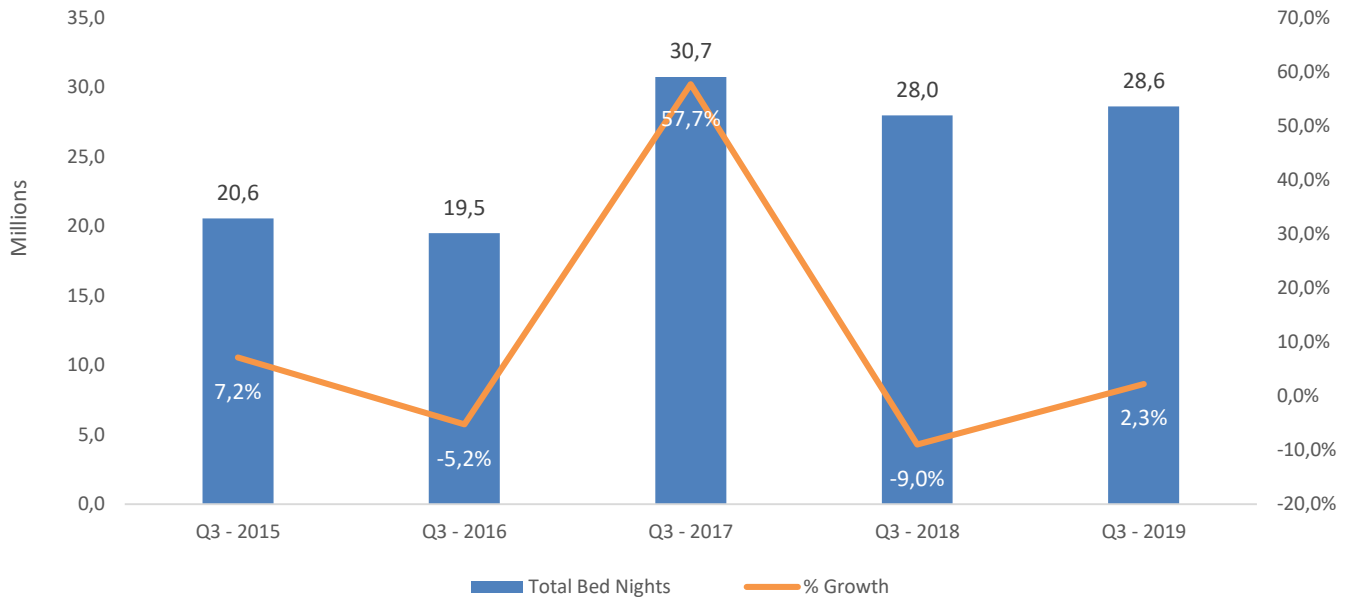
	Q3 2017 (Bn)	Q3 2018 (Bn)	Q3 2019 (Bn)	% Growth
 Shopping	R5.0	R6.2	R5.4	-12.9%
 Food	R3.3	R3.2	R3.1	-1.4%
 Accommodation	R2.9	R2.6	R2.6	-0.4%
 Leisure	R3.0	R2.6	R2.1	-18.0%
 Reselling	R1.7	R2.4	R2.9	20.7%
 Transport	R1.8	R1.6	R1.6	1.1%
 Medical	R0.3	R0.2	R0.3	38.4%



TOTAL BEDNIGHTS

28.6 million

+2.3%

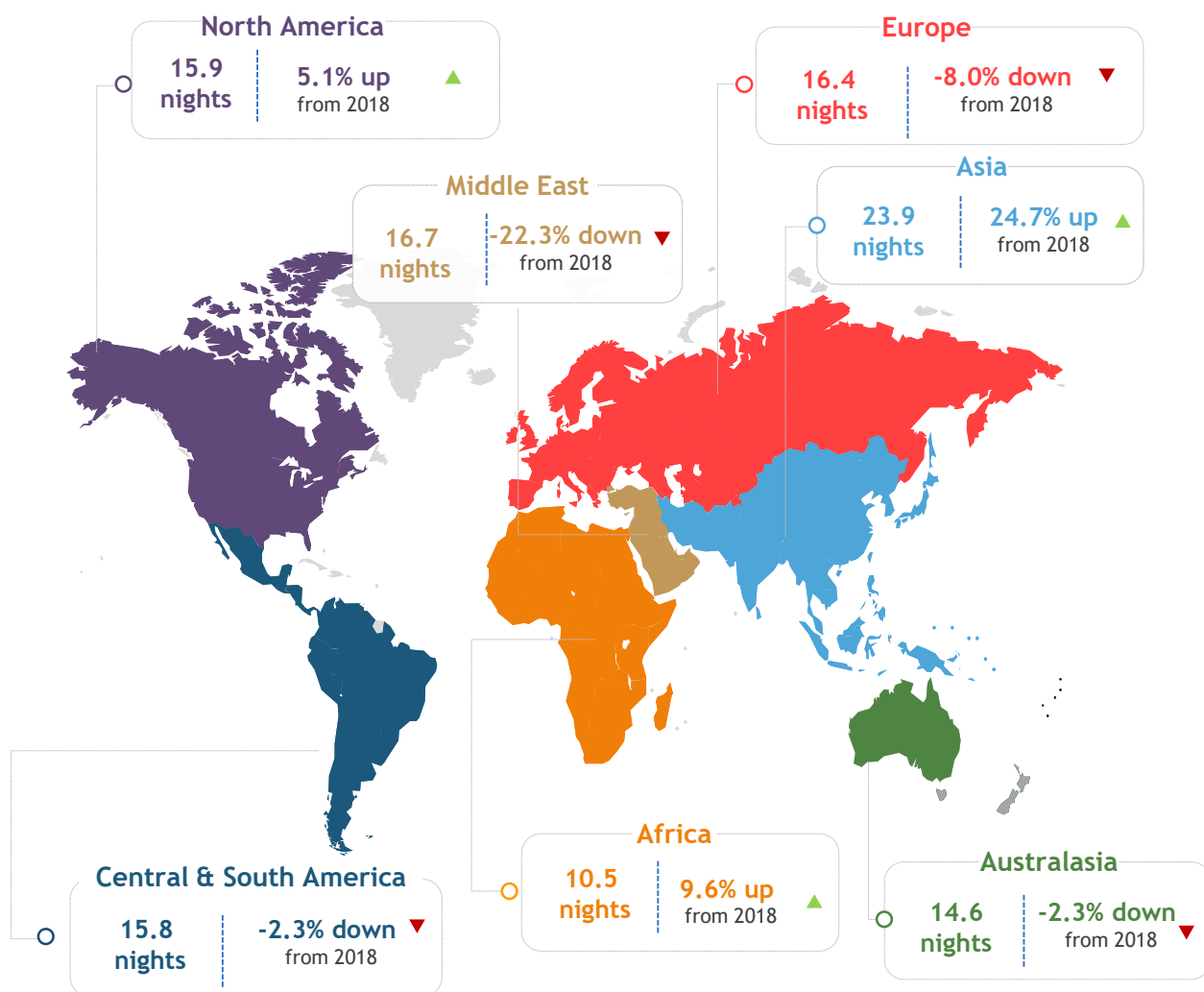
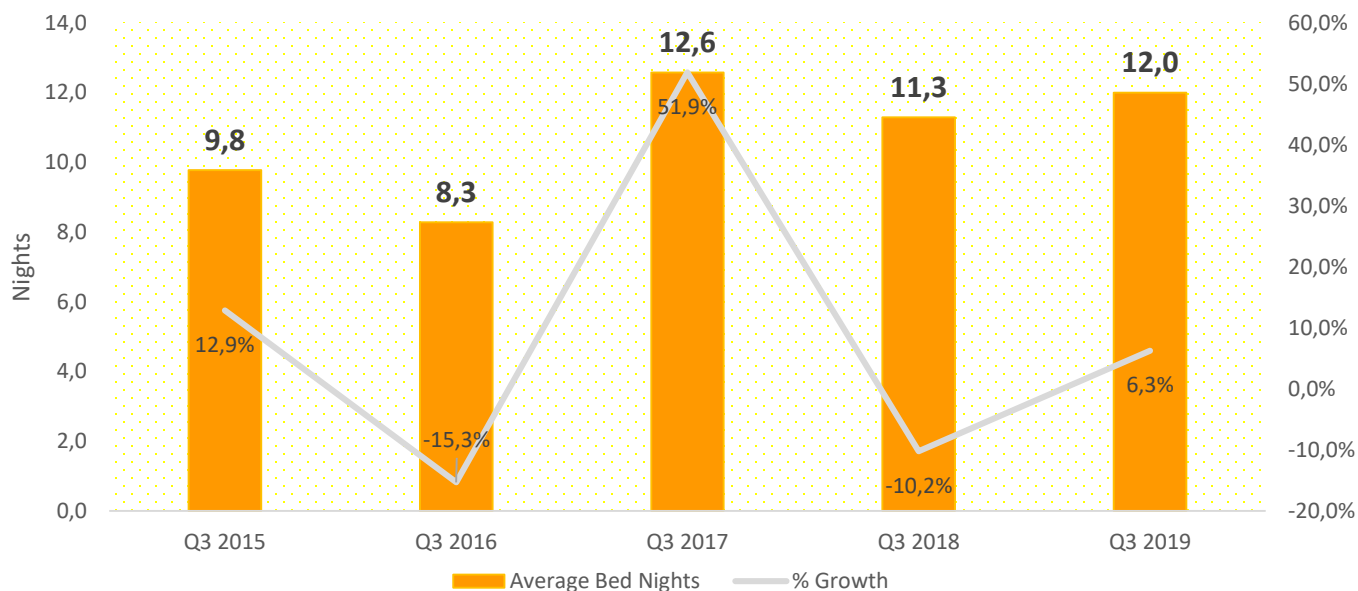




LENGTH OF STAY

12.0 nights

+6.3%





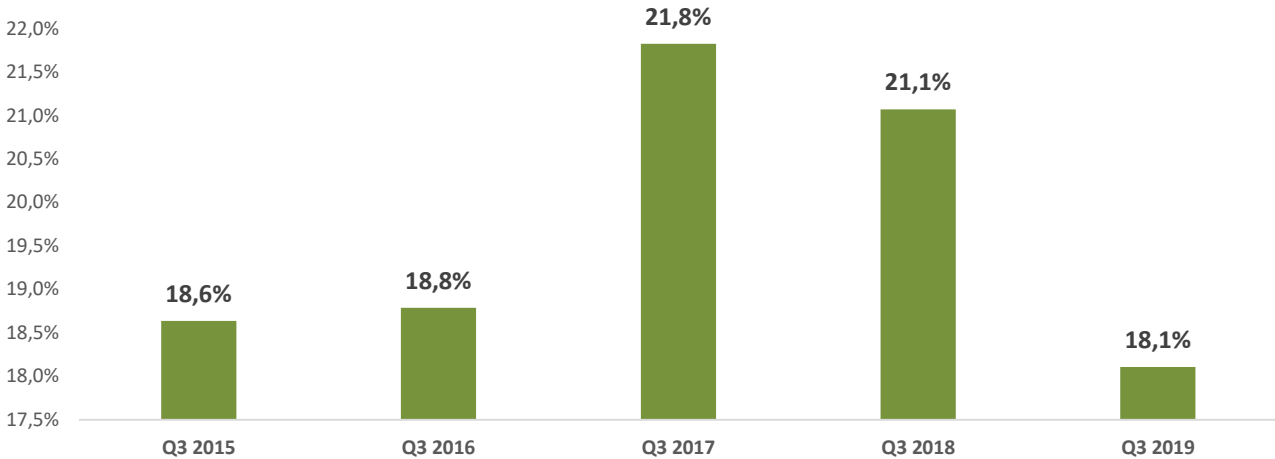
GEOGRAPHIC SPREAD

18.1%

-3.0
basis point

18.1% of international tourists in this quarter visited more than one province. This has slightly dropped when compared to the previous two quarters.

Geographic spread- %of tourists visiting one province



				
	International Tourist Arrivals	Spend (R Billions)	Bednights (Millions)	Length of Stay (Nights)
Gauteng	0.7 million	R6.3 Bn	9.3 million	12.1
Western Cape	0.3 million	R3.3 Bn	4.9 million	13.2
Limpopo	0.5 million	R1.4 Bn	2.1 million	3.9
Mpumalanga	0.3 million	R2.8 Bn	4.1 million	10.7
Free State	0.2 million	R2.2 Bn	3.2 million	10.5
KwaZulu Natal	0.2 million	R1.5 Bn	2.2 million	10.9
North West	0.1 million	R0.8 Bn	1.1 million	7.2
Eastern Cape	0.1 million	R0.6 Bn	0.9million	12.6
Northern Cape	22K	R0.2 Bn	0.2 million	9.5

International
tourist arrivals

718.2 thousand

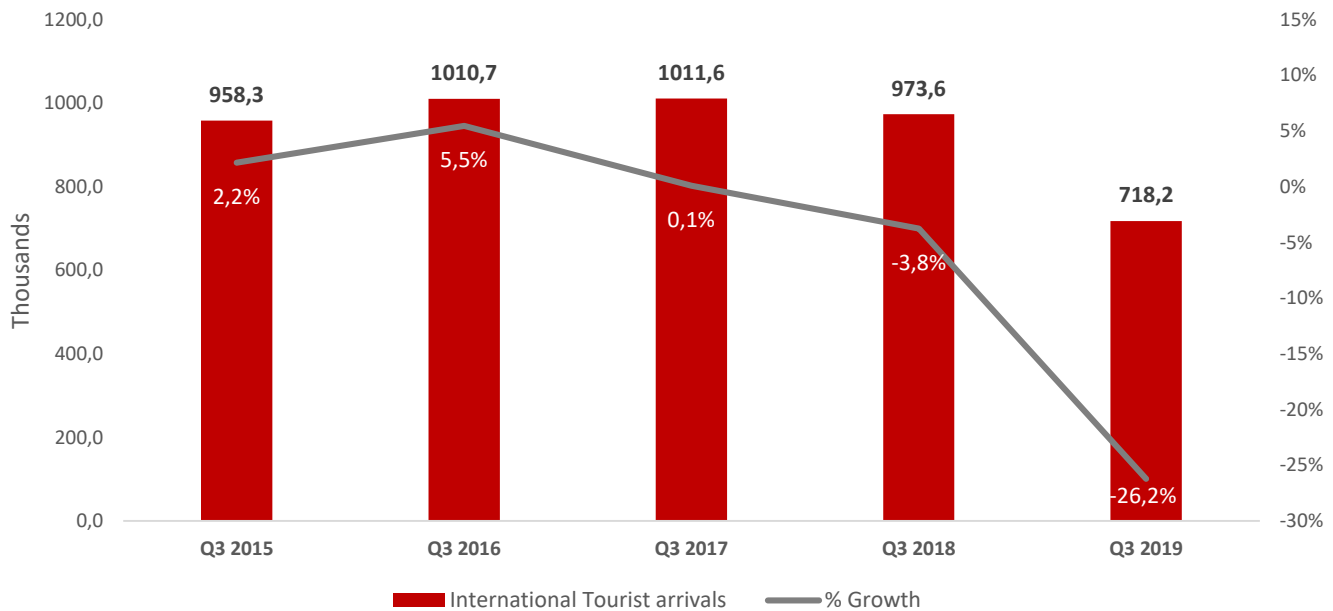
-26.2% ▼



GAUTENG

-26.2% ▼

The number of international tourist arrivals to Gauteng declined by 26.2% to 718 224 in the third quarter of 2019.



*Improved ranking
#Dropped market

Top 10 source markets (000)

	Q3 2018	Q3 2019	% Growth		Q3 2018	Q3 2019	% Growth
Mozambique	188	192	2%	Zambia	40	37	-8.1%
Zimbabwe	110	137	24%	USA	47	36	-21.6%
Lesotho	119	113	-5%	Malawi	50	35	-29.0%
Botswana	75	67	-11%	UK	31	34	8.0%
Swaziland	63	54	-14%	Germany	20	23	13.2%



VFR

360K

% Growth

+4.1%



HOLIDAY

170K

-27.1%

MICE
DELEGATES

108K

+48.2%

TRADERS

115K

+20.1%

SHOPPING:
PERSONAL

43K

+50.7%

MEDICAL

13K

+0.8%

RELIGION



17K

-0.6%

CORPORATE
TRAVEL

37K

-33.8%

International
tourist arrivals

329.1 thousand

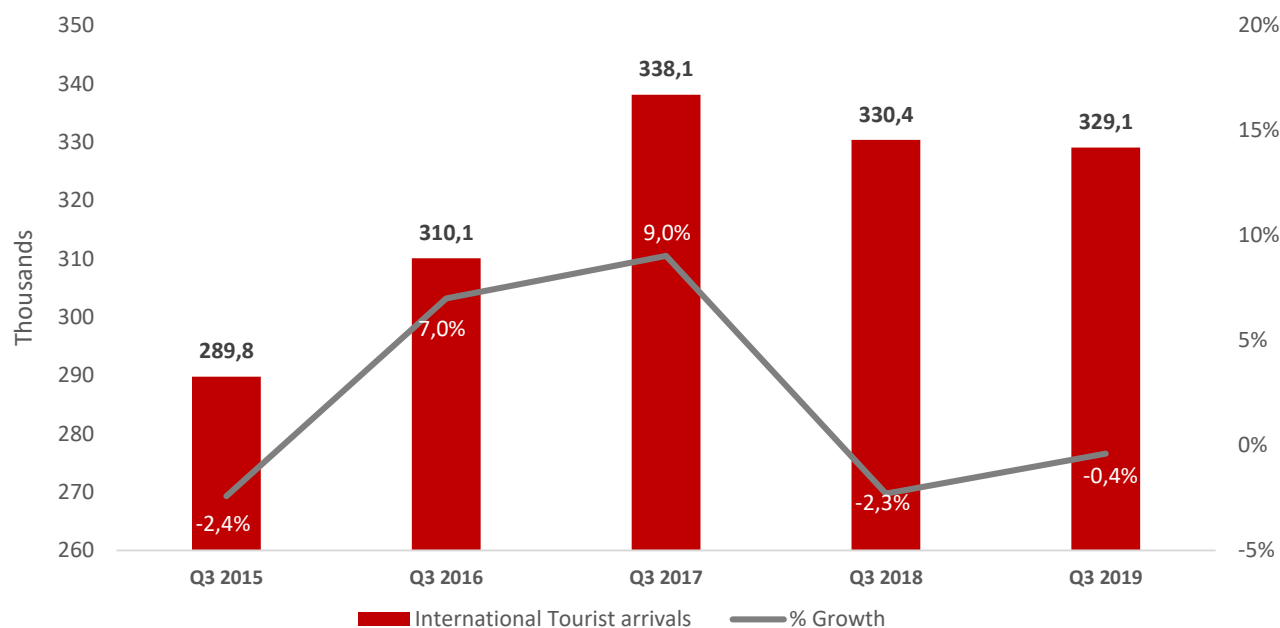
-0.4% ▼



WESTERN CAPE

-0.4% ▼

The number of international tourist arrivals to the Western Cape decreased by -0.4% to 329 076.



Top 10 source markets (000)

	Q3 2018	Q3 2019		Q3 2018	Q3 2019
UK	45	60	Netherlands	20	18
Germany	35	44	Australia	16	12
USA	49	43	Zimbabwe	9	9
Namibia	26	26	Canada	7	9
France	22	20	Switzerland	6	8



VFR

66K

% Growth

+13.9%



HOLIDAY

220K

+0.2%

MICE
DELEGATES

41K

+61.5%

TRADERS

4K

-74.2%

SHOPPING:
PERSONAL

1K

+6.7%

MEDICAL

3K

-11.2%



RELIGION

1K

-39.2%

CORPORATE
TRAVEL

13K

-8.5%

International
tourist arrivals

73.2 thousand

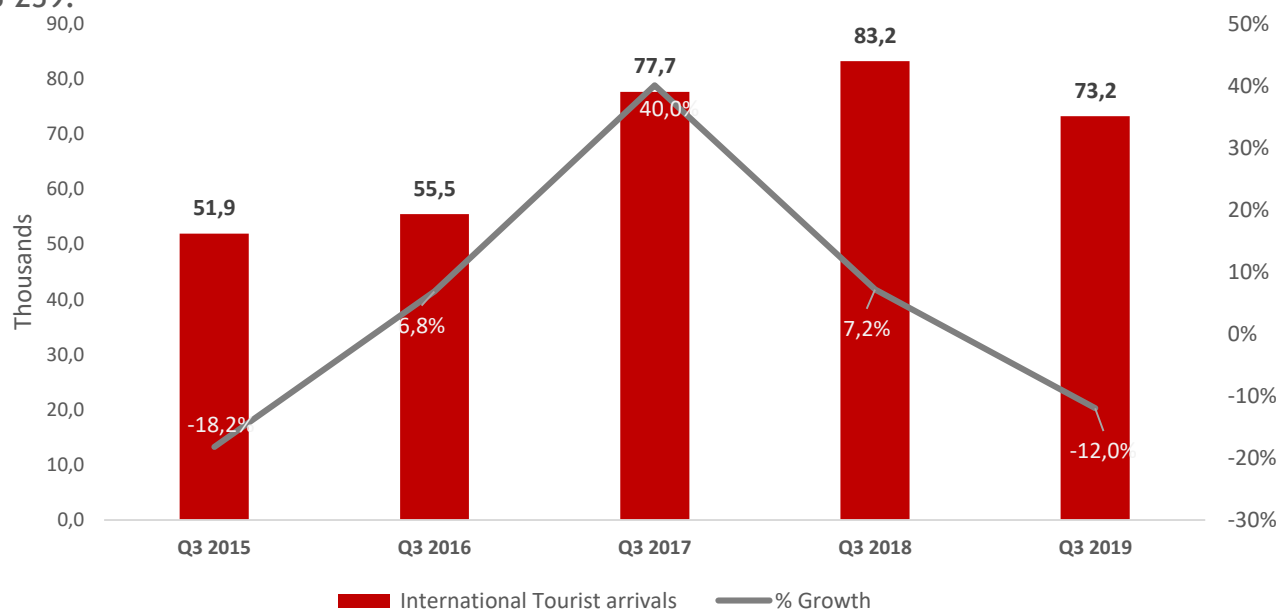
-12.0% ▼



EASTERN CAPE

-12.0% ▼

The number of international tourist arrivals to the Eastern Cape decreased by -12.0% to 73 239.



*Improved ranking
#Dropped market

Top 10 source markets (000)

	Q3 2018	Q3 2019	% Growth		Q3 2018	Q3 2019	% Growth
Germany	14	16	10.8%	Australia	4	3	-31.3%
UK	11	13	13.7%	Lesotho	4	3	-32.3%
USA	10	8	-15.5%	Zimbabwe	2	3	75.2%
Netherlands	9	6	-34.7%	Switzerland	2	3	12.4%
France	6	4	-39.0%	Canada	2	2	27.7%

VFR



16K

HOLIDAY



51K

MICE
DELEGATES

4K

TRADERS

1K

SHOPPING:
PERSONAL

0.2K

MEDICAL

0.12K

RELIGION



0.5K

CORPORATE
TRAVEL

3K

% Growth

-2.8%

-9.3%

+4.2%

+92.2%

-

+15.4%

+129.0%

-13.4%

International
tourist arrivals

477.0 thousand

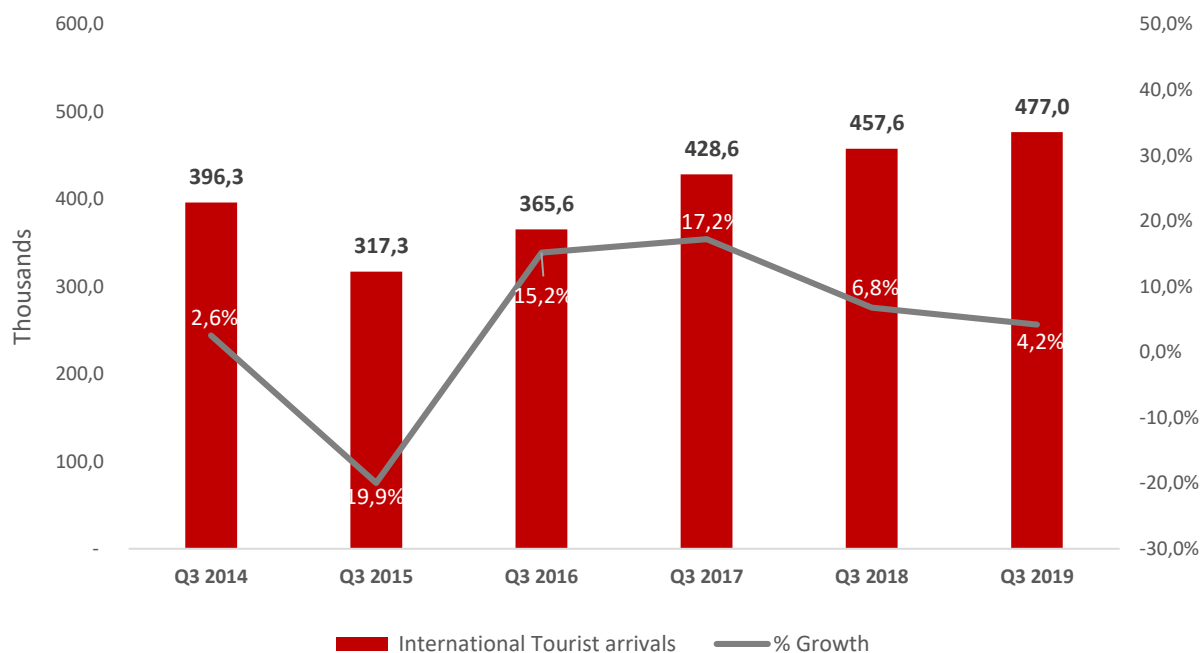
4.2% ▲



LIMPOPO

4.2% ▲

The number of international tourist arrivals to Limpopo increased by 4.2% to 476 956.



*Improved ranking
#Dropped market

Top 10 source markets (000)

	Q3 2018	Q3 2019	% Growth		Q3 2018	Q3 2019	% Growth
Zimbabwe	435	348	-20.1%	Germany	5	5	-3.5%
Botswana	39	28	-28.0%	Lesotho		4	
USA	13	9	-31.8%	France	3	3	-20.2%
Mozambique	5	5	3.1%	Netherlands	4	2	-33.2%
UK	5	5	-6.3%	Swaziland	1	2	108.1%



VFR

72K

% Growth

-18.4%



HOLIDAY

39K

-13.2%

MICE
DELEGATES

6K

-0.3%

TRADERS

79K

-23.4%

SHOPPING:
PERSONAL

198K

-17.5%

MEDICAL

4K

+602.9%

RELIGION



12K

+26.3%

CORPORATE
TRAVEL

2K

+17.6%

International
tourist arrivals

241.9 thousand

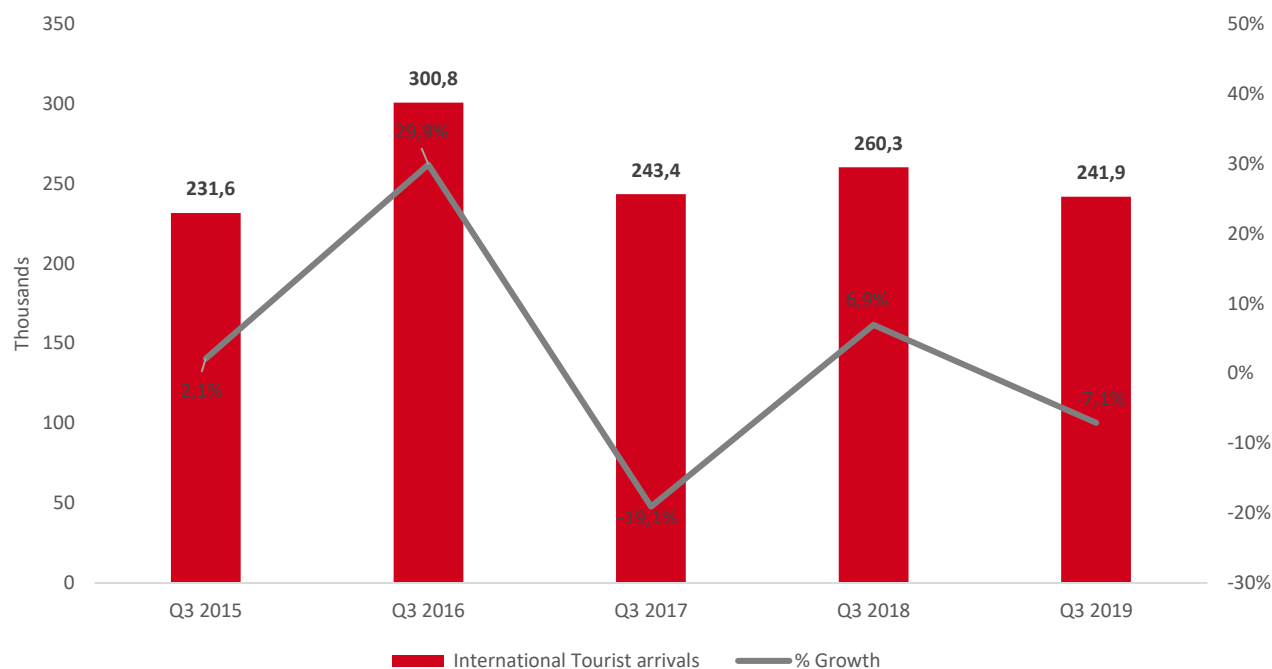
-7.1% ▼



FREE STATE

-7.1% ▼

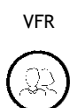
The number of international tourist arrivals to the Free State decreased by 7.1% to 241 865.



*Improved ranking
#Dropped market

Top 10 source markets (000)

	Q3 2018	Q3 2019	% Growth		Q3 2018	Q3 2019	% Growth
Lesotho	284	256	-9.8%	UK	1.9	1.6	-16.2%
Botswana	1.2	2.3	88.2%	Namibia	0.3	1.1	228.2%
Mozambique	0.6	2.2	247.8%	Zimbabwe	0.4	1.1	150.7%
USA	3.1	1.8	-41.5%	Swaziland	1.2	1.0	-10.9%
Germany	1.5	1.6	9.7%	Netherlands	1.7	0.8	-49.7%



VFR

181K

% Growth

-10.9%



HOLIDAY

12K

+14.4%

MICE
DELEGATES

5K

+35.6%

TRADERS

6K

+49.0%

SHOPPING:
PERSONAL

11K

-56.9%

MEDICAL

8K

+893.8%

RELIGION



7K

+105.9%

CORPORATE
TRAVEL

2K

+103.9%

International
tourist arrivals

165.4 thousand

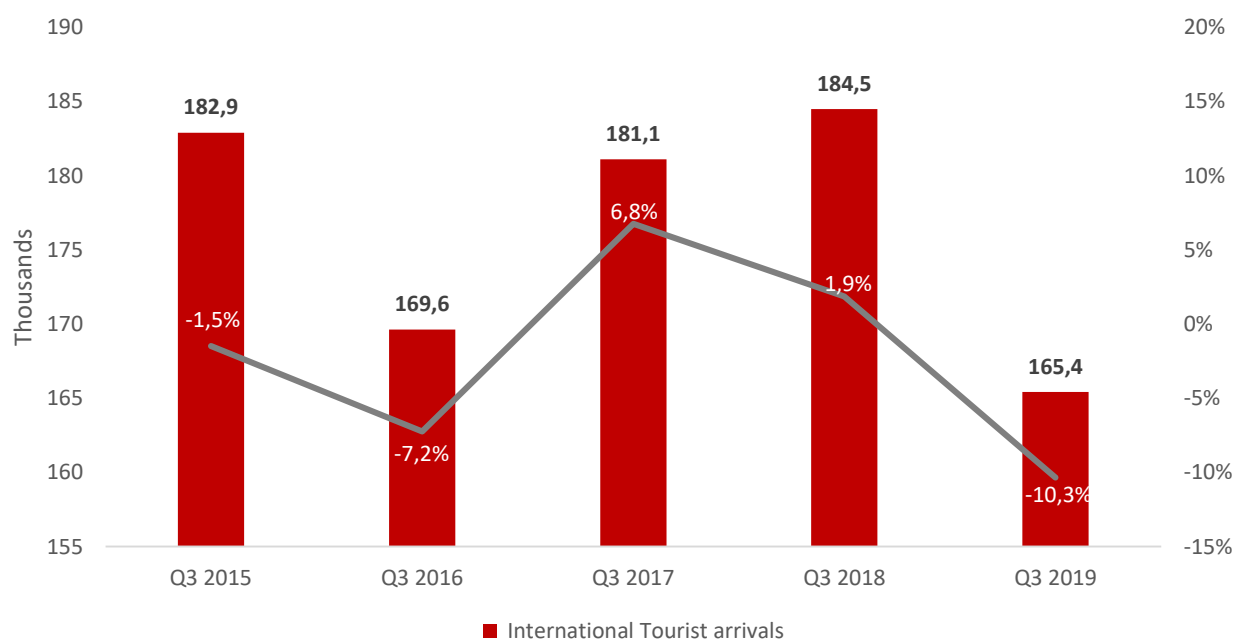
-10.3% ▼



KWAZULU-NATAL

-10.3% ▼

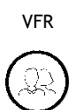
The number of international tourist arrivals to KwaZulu-Natal decreased by 10.3% to 165 423.



*Improved ranking
#Dropped market

Top 10 source markets (000)

	Q3 2018	Q3 2019	% Growth		Q3 2018	Q3 2019	% Growth
Swaziland	76	72	-4.6%	Zimbabwe	10.6	9.8	-7.5%
UK	9.9	11.5	15.7%	Botswana	17.0	9.1	-46.3%
Lesotho	10.0	11.3	13.1%	France	9.6	5.9	-38.9%
Germany	9.8	10.2	3.2%	Netherlands	8.9	5.1	-42.6%
USA	12.0	9.9	-17.6%	Australia	4.4	3.8	-14.9%



VFR

75K

% Growth

-9.8%



HOLIDAY

57K

-23.5%

MICE
DELEGATES

13K

+39.7%

TRADERS

12K

+51.8%

SHOPPING:
PERSONAL

5K

-18.5%

MEDICAL

1K

-55.5%

RELIGION



3K

-13.6%

CORPORATE
TRAVEL

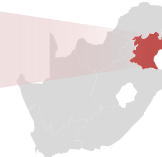
7K

-16.7%

International
tourist arrivals

312.8 thousand

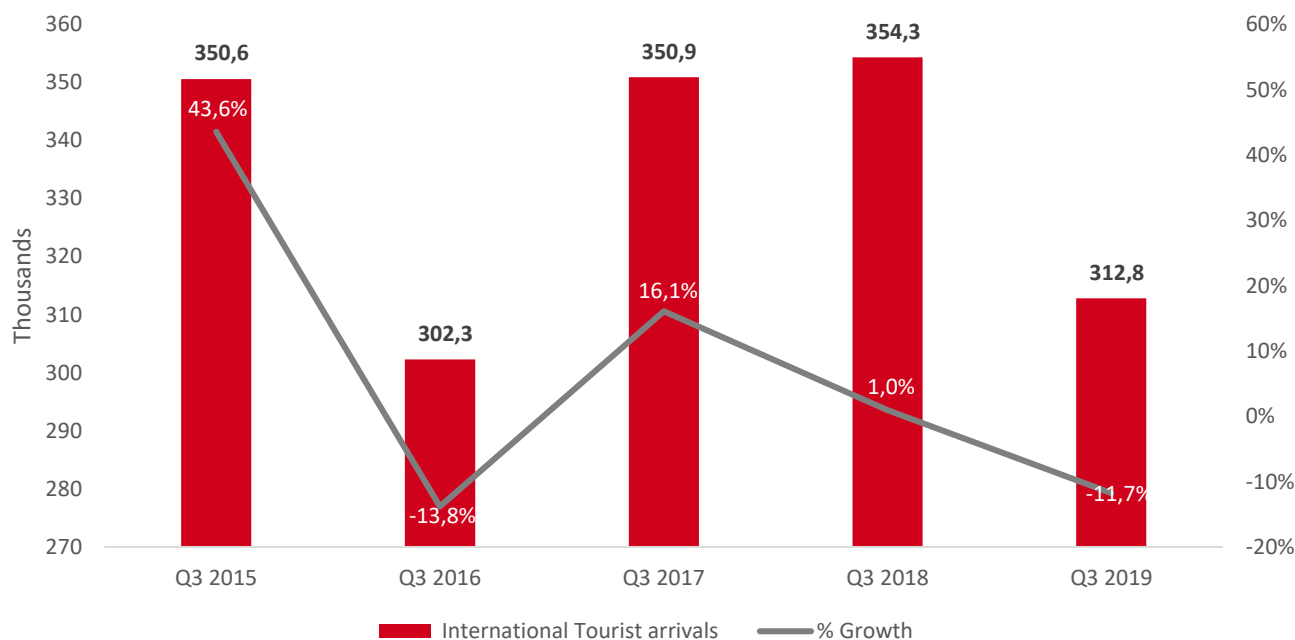
-11.7% ▼



MPUMALANGA

-11.7% ▼

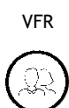
The number of international tourist arrivals to Mpumalanga decreased by 11.7% to 312 803.



*Improved ranking
#Dropped market

Top 10 source markets (000)

	Q3 2018	Q3 2019	% Growth		Q3 2018	Q3 2019	% Growth
Mozambique	165	153	-7.4%	UK	14.7	11.2	-23.8%
Swaziland	91.5	86.3	-5.7%	France	13.9	9.0	-35.0%
USA	26.2	17.6	-32.8%	Netherlands	12.2	7.0	-42.5%
Germany	16.7	14.7	-12.3%	Lesotho	5.1	4.8	-7.2%
Zimbabwe	3.8	11.6	203.5%	Australia	7.9	4.5	-42.5%



VFR

188K

% Growth

-4.1%



HOLIDAY

109K

-33.4%

MICE
DELEGATES

7K

+50.0%

TRADERS

18K

+339.8%

SHOPPING:
PERSONAL

10K

+40.9%

MEDICAL

3K

+239.5%

RELIGION



4K

-41.3%

CORPORATE
TRAVEL

3K

-17.5%

International
tourist arrivals

22.3 thousand

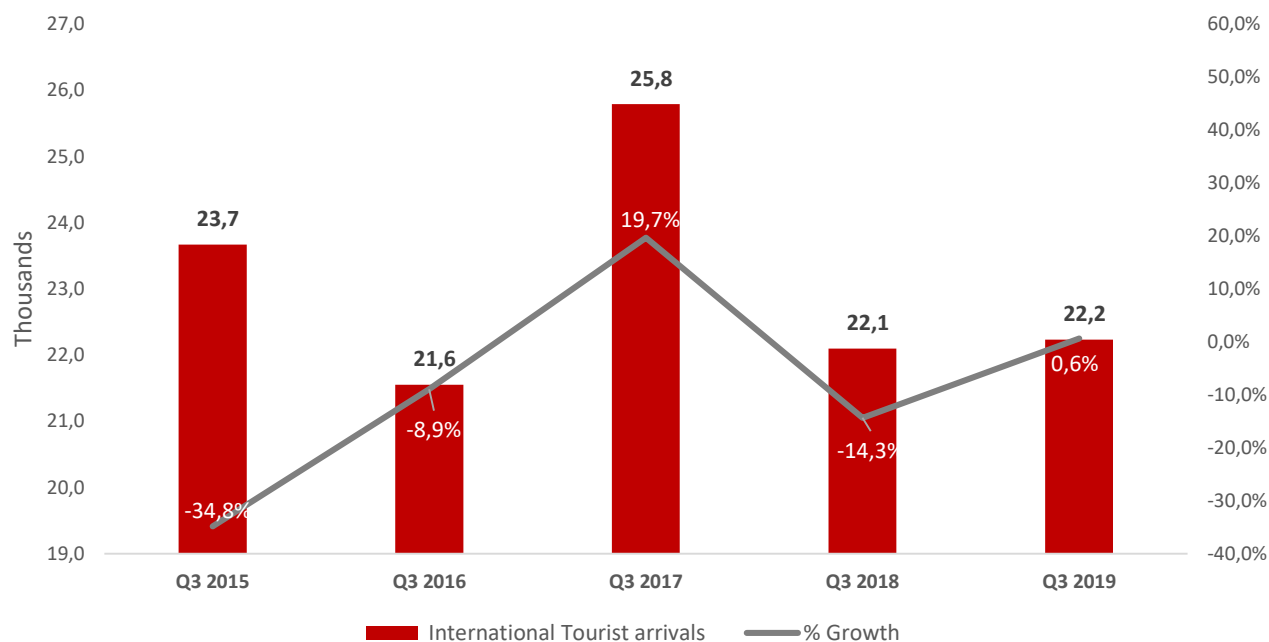
0.6% ▲



NORTHERN CAPE

0.6% ▲

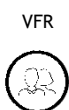
The number of international tourist arrivals to the Northern Cape increased by 0.6% to 22 235.



*Improved ranking
#Dropped market

Top 10 source markets (000)

	Q3 2018	Q3 2019	% Growth		Q3 2018	Q3 2019	% Growth
Namibia	2	10	414.5%	UK	2.9	1.1	-61.7%
Lesotho	26.7	3.7	-86.2%	Botswana	86.6	1.0	-98.9%
Zimbabwe	11.0	1.4	-87.2%	Netherlands	1.1	0.6	-44.6%
USA	6.1	1.4	-77.6%	Spain	0.3	0.5	43.8%
Germany	2.6	1.2	-54.7%	France	0.9	0.4	-55.6%



9K

% Growth

+83.4%



6K

-31.1%



2K

+24.2%

TRADERS

2K

-39.1%

SHOPPING:
PERSONAL

1K

+161.6%

MEDICAL

0.3K

-

RELIGION



0.5K

+24.3%

CORPORATE
TRAVEL

1K

-23.6%

International
tourist arrivals

127.7 thousand

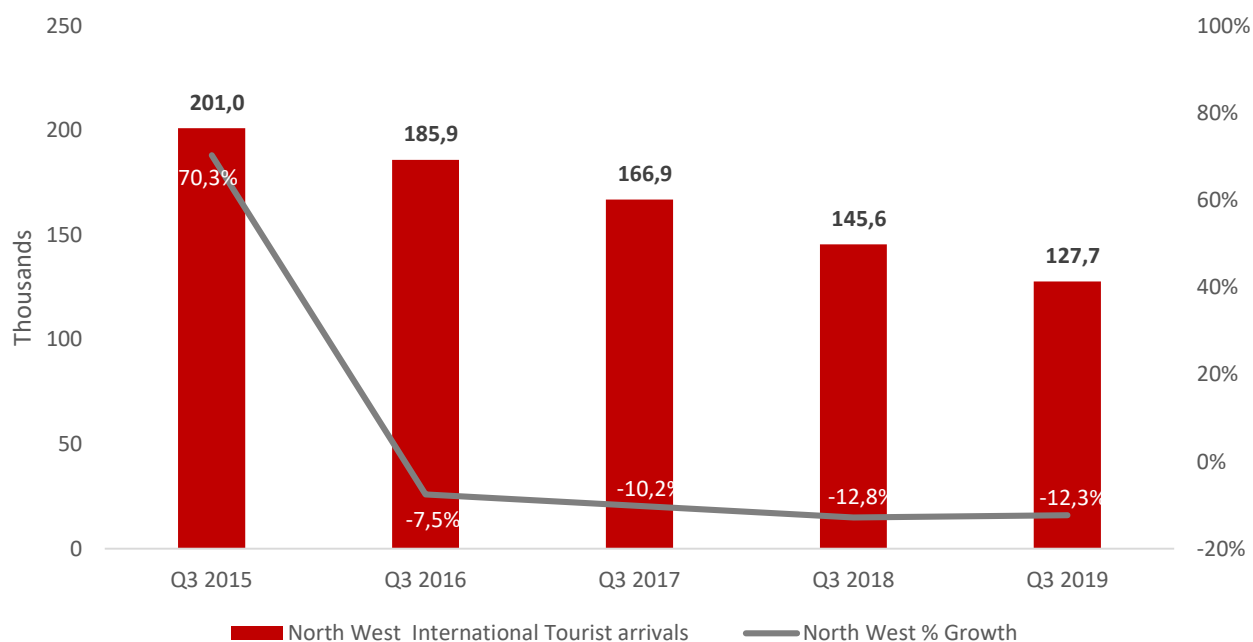
-12.3% ▼



NORTH WEST

-12.3% ▼

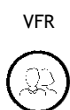
The number of international tourist arrivals to the North West decreased by 12.3% to 127 725.



*Improved ranking
#Dropped market

Top 10 source markets (000)

	Q3 2018	Q3 2019	% Growth		Q3 2018	Q3 2019	% Growth
Botswana	13	26	94.8%	USA	0.9	1.6	71.5%
Lesotho	4.1	6.8	67.5%	UK	0.4	0.9	104.1%
Zimbabwe	1.7	4.3	156.7%	Namibia	0.3	0.7	135.7%
Mozambique	1.1	2.1	99.6%	India	0.3	0.5	83.2%
Swaziland	0.6	3.8	515.9%	Germany	0.4	0.3	-22.5%



VFR

86K

% Growth

+16.5%



HOLIDAY

28K

-8.6%

MICE
DELEGATES

9K

+88.2%

TRADERS

19K

-3.6%

SHOPPING:
PERSONAL

8K

-7.1%

MEDICAL

0.2K

+38.7%

RELIGION



5K

+84.1%

CORPORATE
TRAVEL

4K

-3.6%

DOMESTIC TOURISM TRIPS

+109.0%

- **Domestic trips** doubled in this period, growing by +109.0% to reach a total of 10.6 million trips. The deal-driven campaigns and special offers in this period drove appetite for domestic holiday trips. The travel started picking up in August due to the long weekend (9 August long weekend), Mango flight specials for women's month in August, Holiday Expo in 24 - 25 August and Travel Week which started in September.
- Domestic tourists spent on average R1 231 per trip and this resulted in a total of R13 billion circulated into the economy. The average spend per trip was 20.1% lower than the usual amount tourists spend. This suggests that deals of around this price point are adequate to grow the domestic market.
- The total number of bed nights spent by domestic travellers increased to 30.4 million, the highest recorded in the 3rd quarter in 5 years. In as much as the number of bed nights and the number of trips increased, the length of stay declined from 4.2 nights in Q3 2018 to 2.9 nights in Q3 2019. This is understandable as the category has seen an increase in the number of new travellers.
- The main barrier for travel within SA has always been that it's too expensive and South Africans cannot afford it; this reason has now dropped from 40.7% mentions to 26.7% mentions.
- Gauteng, Western Cape, KwaZulu-Natal, Mpumalanga and North West were the key source provinces where at least a million trips were originating from. The most popular provinces that were visited were Gauteng, Western Cape, KwaZulu-Natal and Mpumalanga.
- The main drivers of domestic tourism are:
 - Flexible travel times - domestic travellers have become more flexible in their travel times. By moving their travel to a weekday, they make substantial savings.
 - Domestic travellers from the middle and higher LSM groups are seen to have taken most of the domestic trips in Q3 2019 than in the previous periods, suggesting that there is a relationship between affluence and travel.



DOMESTIC TOURISM PERFORMANCE

JULY – SEPTEMBER



DOMESTIC TRIPS

10.6 million

+109.0%



DOMESTIC SPEND

R13.0 billion

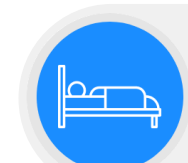
+67.0%



AVERAGE SPEND PER TRIP

R1 231

-20.1%



BEDNIGHTS

30.4 million

+43.9%



LENGTH OF STAY

2.9 nights

-31.2%



DAY TRIPS

94.6 million

+295.5%



DAY TRIP SPEND

R77.2 billion

+362.2%

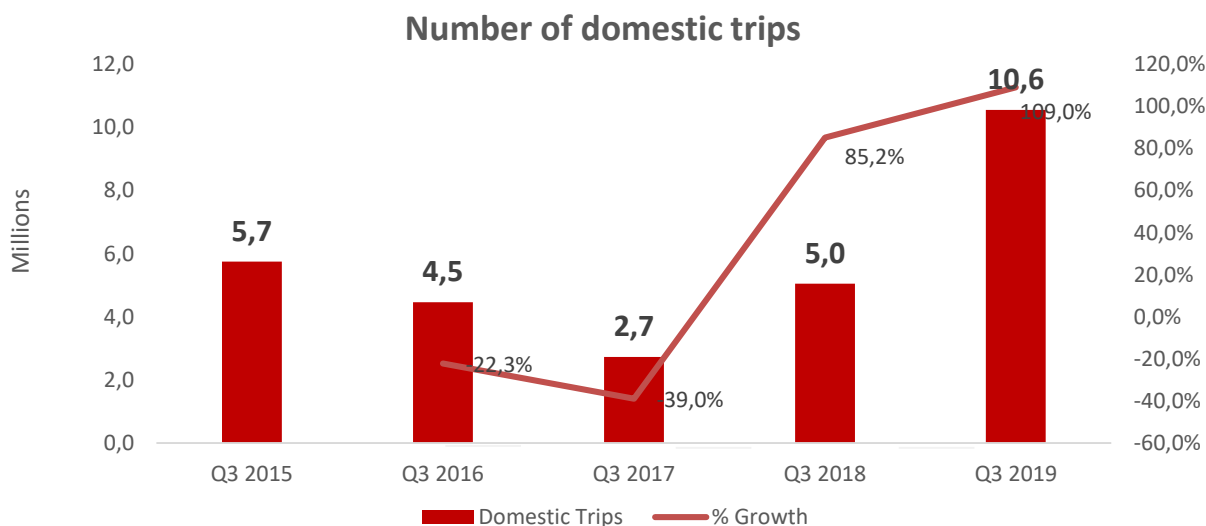


DOMESTIC TRIPS

10.6 million

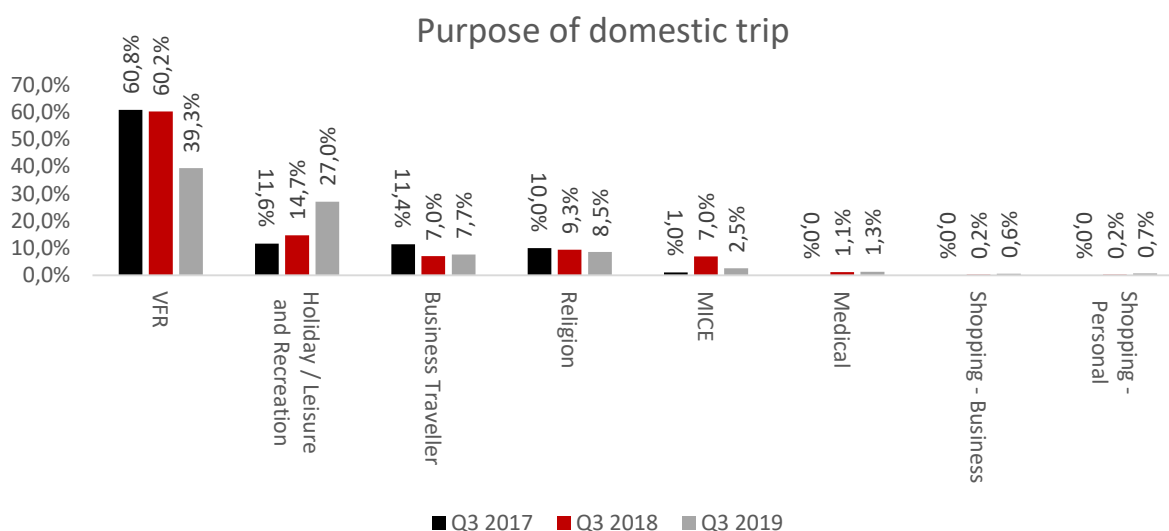
+109.0%

- There were 10.6 million domestic overnight trips undertaken in the third quarter of 2019, an increase of 109.0% from the same period in 2018. The main reason for taking domestic trips is to visit friends and relatives.



Q3 2019: 96,6% of overnight trips > 40km, only 3,4% were < 40km

- Only about 4 out of 10 trips in the third quarter of 2019 were taken to visit friends and relatives.
- Holiday trips represented 27.0% of all domestic trips, while travel for MICE purposes accounted for 2.5%, down from 7.0% in the same period in 2018.





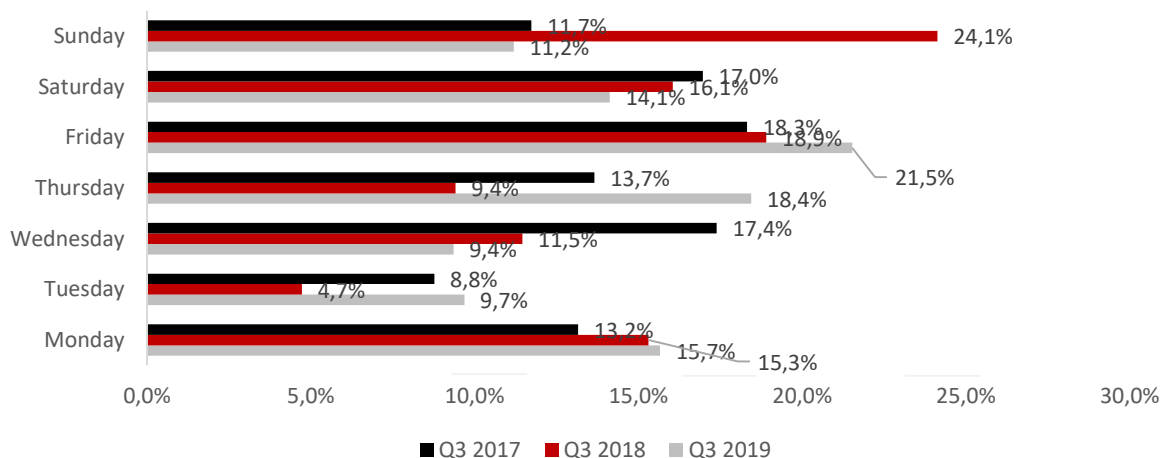
DOMESTIC TRIPS

10.6 million

+109.0%

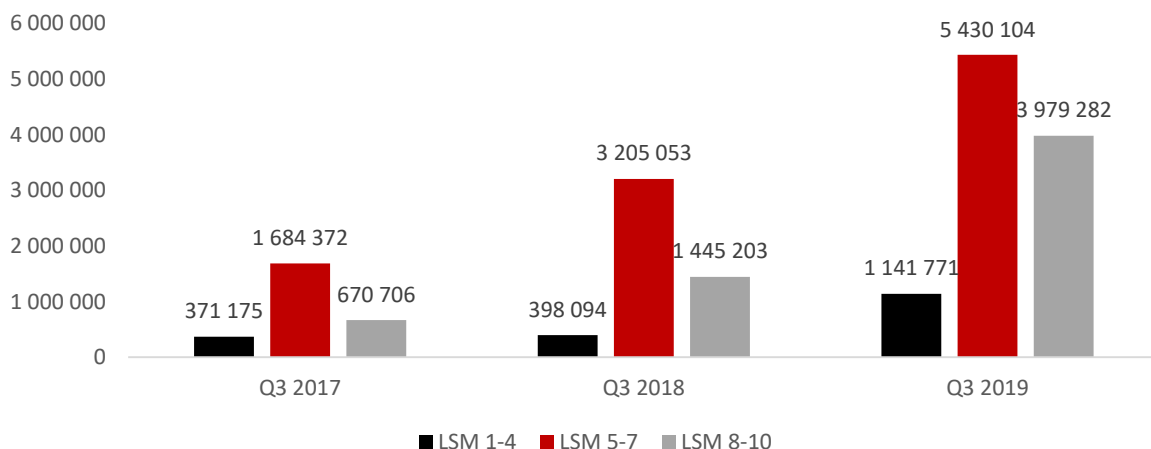
- Fridays and Wednesdays were days on which domestic travelers opted to take a trip during the 3rd quarter of 2019. Tuesdays remained to be the day on which the least number of trips were undertaken, this trend is also seen in the previous years.

Domestic Trips by day of the week



- Travellers in the middle and high LSM groups undertook the most of the trips in Q3 2019. This positive trend is seen across the years.

Number of domestic trips by LSM groups



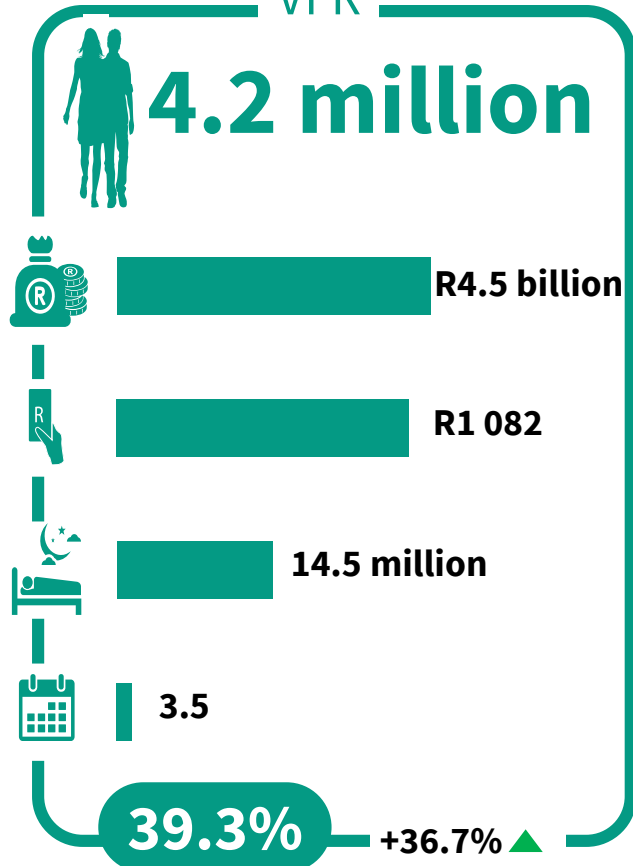


DOMESTIC TRIPS

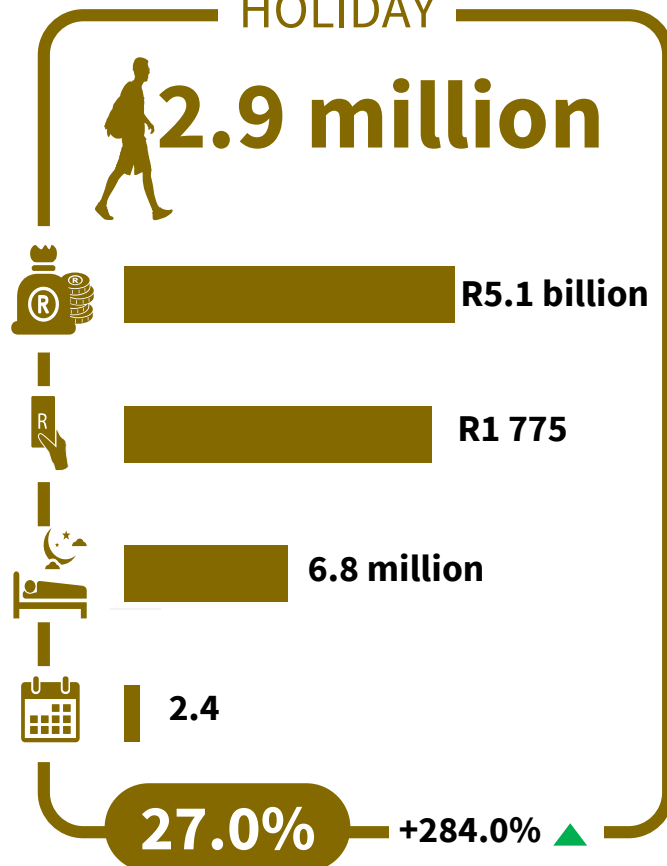
10.6 million

+109.6%

VFR



HOLIDAY



- Trips to visit friends or relatives increased by 36.7% to 4.2 million and accounted for 39.3% of all domestic trips.
- VFR trips accounted for just over a third of total revenue (R4.5 billion or 34.6%) and most bednights in the third quarter of 2019 (10.4 million or 47.6%) of all bednights.
- The average spend per trip by the VFR tourist amounted to R1 082, a 26.4% increase.
- The average length of stay of VFR trips was 3.5 nights.

- Holiday trips increased by 284.0% to reach 2.9 million and accounted for 27.0% of all domestic trips.
- Holiday trips accounted for 22.3% of overnight stays and 39.0% of the total revenue from domestic travel.
- On average, a holiday tourist spent R1 775, a 53.8% decrease compared to the same period in 2018.
- Holiday tourists took more trips and stayed shorter, with an average length of stay of 2.4 nights.



VFR AND HOLIDAY TOURIST PROFILE

- Almost 80% of the people who undertook a domestic overnight trips in South Africa had completed high school, they were unmarried males with dependent children. VFR tourists during this quarter were older than 35 years (53.2%) and they earned less than R5 000 per month (64.0%).

VFR

Education



Completed high school:
79.5%

Gender



Male: 52.8%

Marital status



Single/Never married: 53.1%

Family situation



Have dependent
children: 60.7%

Income



Less than R5 000:
64.0%

Age group



35+ years: 53.2%

- By contrast, holiday tourists are likely to have completed beyond secondary education, earn an income of more than R5 000 per month, are male, unmarried with dependent children. Holiday tourists are from the younger age groups (55.7% are less than age 35).

Holiday

Education



Completed high school and
higher: 79.3%

Gender



Male: 58.1%

Marital status



Single/Never married: 64.8%

Family situation



Have dependent
children: 42.0%

Income



More than R5 000:
67.7%

Age group

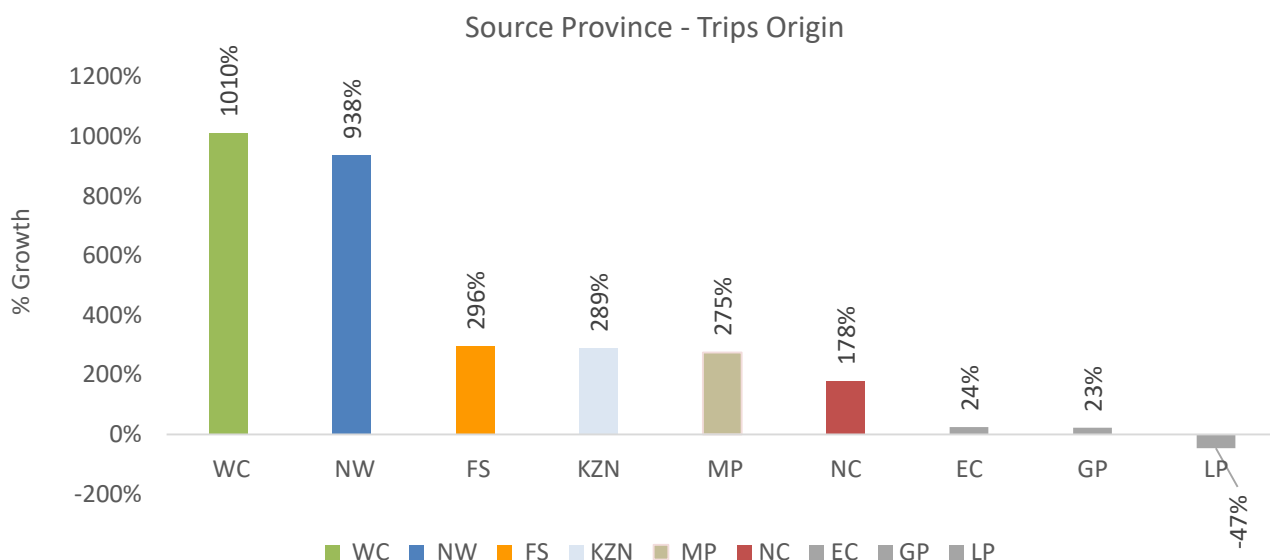


18–34 years:
55.7%



DOMESTIC TRIPS – ORIGIN PROVINCE

- Increases in trips originating from all the provinces, except for Limpopo, were recorded in Q3 2019. Western Cape and the North West posted the strongest growth in number of trips, with 1009.6% and 937.8% respectively.
- Mpumalanga, Free State and KwaZulu-Natal have also been consistent in maintaining an upward trend in their travel base.

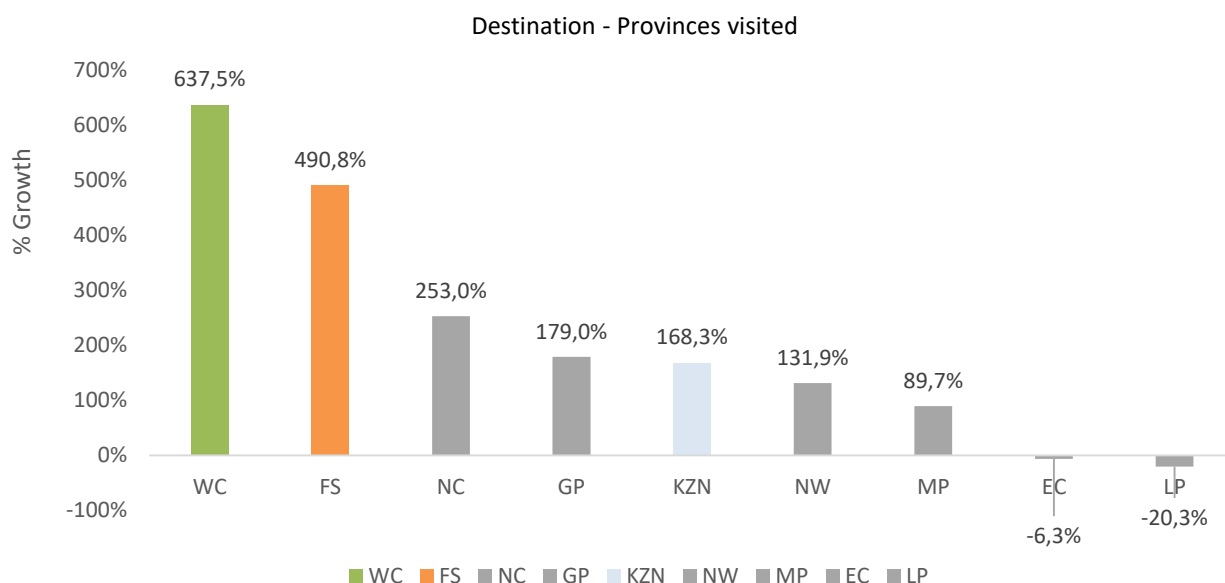


	Western Cape	North West	Free State	KwaZulu - Natal	Mpumalanga	Northern Cape	Eastern Cape	Gauteng	Limpopo
Q3 2017	162 606	172 233	117 649	306 171	246 512	42 573	57 599	904 018	716 890
Q3 2018	146 859	124 759	183 950	388 510	338 477	133 405	358 520	2 166 506	1 207 365
Q3 2019	1 629 532	1 294 691	728 562	1 512 240	1 268 562	370 586	446 062	2 656 571	644 352



DOMESTIC TRIPS – DESTINATION PROVINCE

- The Western Cape and Free State were the country's most popular destination provinces for domestic trips. These two provinces experienced the greatest quarter-on-quarter increase in the number of trips (637.5% for Western Cape and 490.8% for the Free State).
- Only two South African provinces experienced a decline in the number of trips made to them during this period, with Limpopo accounting for the greatest decline (-20.3%).



	Western Cape	Free State	Northern Cape	Gauteng	KwaZulu - Natal	North West	Mpumalanga	Limpopo	Eastern Cape
Q3 2017	146 493	197 569	95 417	501 165	433 627	191 469	419 215	1 015 927	66 352
Q3 2018	265 934	165 009	162 992	767 963	699 530	504 847	602 439	1 461 110	572 950
Q3 2019	1 961 153	974 926	575 285	2 142 721	1 877 142	1 170 488	1 142 846	1 164 873	537 065

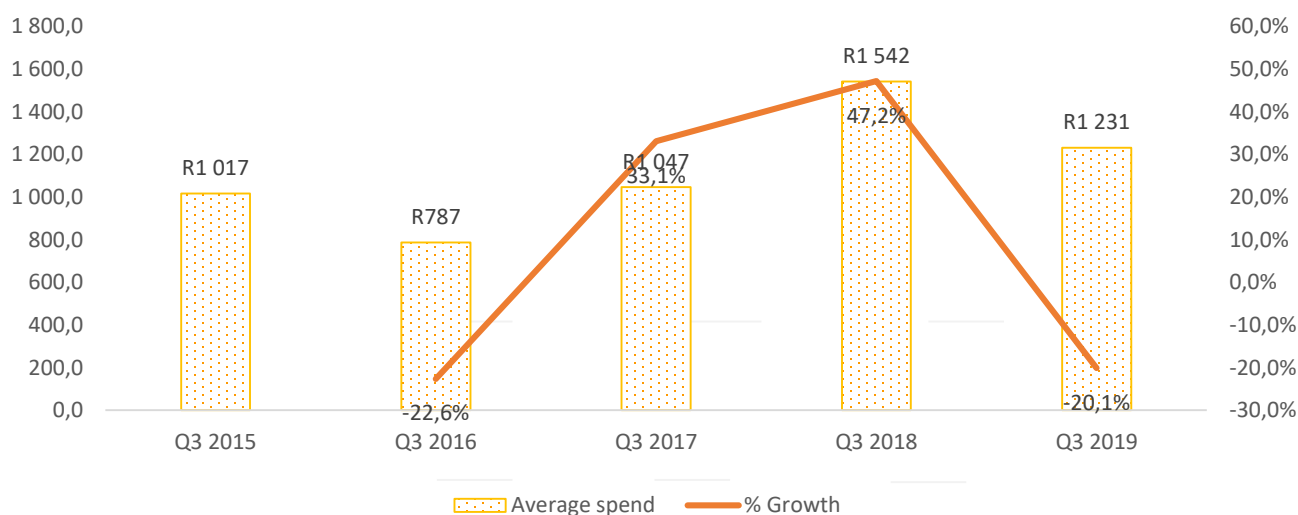
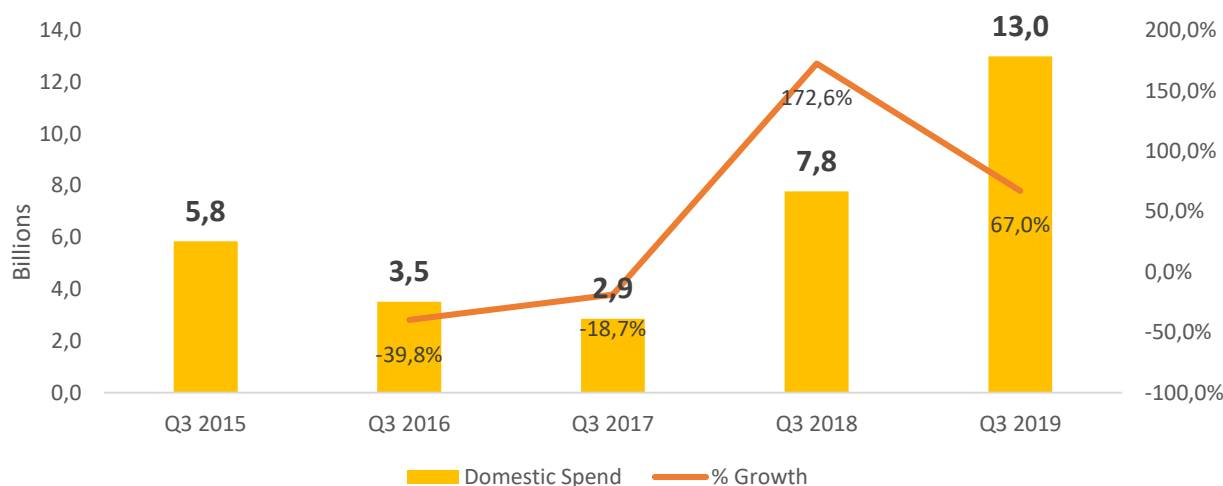


DOMESTIC SPEND

R13.0 billion

+67.0%

- South Africans spent R13.0 billion during their domestic trips in the third quarter of 2019, up 67.0% from the same period in 2018. South Africans taking domestic trips in this quarter spent an average of R1 231 per trip, 20.1% less than in the third quarter of 2018.
- Expenditure related to MICE and holiday trips was higher in the third quarter of 2019. Despite the decline in average expenditure on holiday trips, it is significantly higher than that of VFR trips.



	Q3 2015	Q3 2016	Q3 2017	Q3 2018	Q3 2019
Average spend - VFR	R 888	R 541	R 669	R 856	R 1 082
Average spend - Holiday	R 2 058	R 2 270	R 1 921	R 3 844	R 1 775
Average spend - Mice	R 2 150	R 1 623	R 5 000	R 3 298	R 4 438



DOMESTIC SPEND

R13.0 billion

+67.0%

- Excluding leisure and shopping for goods for resale, all categories of expenditure made during overnight trips in the third quarter of 2019 increased compared to the same period in 2018.
- Transport continued to account for the largest share of overnight travel expenditure (41.1%), increasing exponentially from the same period last year (89.2%).
- Expenditure on food recorded the highest growth of 177.2%, attaining R3.2 billion.

	Q3 2017 (Bn)	Q3 2018 (Bn)	Q3 2019 (Bn)	% Growth
 Transport	R1.0	R2.9	R5.4	89.2%
 Accommodation	R0.4	R1.3	R1.7	32.1%
 Shopping	R0.3	R1.0	R2.0	99.7%
 Food	R0.7	R1.2	R3.2	177.2%
 Leisure	R0.4	R0.7	R0.4	-35.3%
 Reselling	R0.0	R0.7	R0.5	-38.0%

Due to rounding, numbers do not necessarily add up to totals.



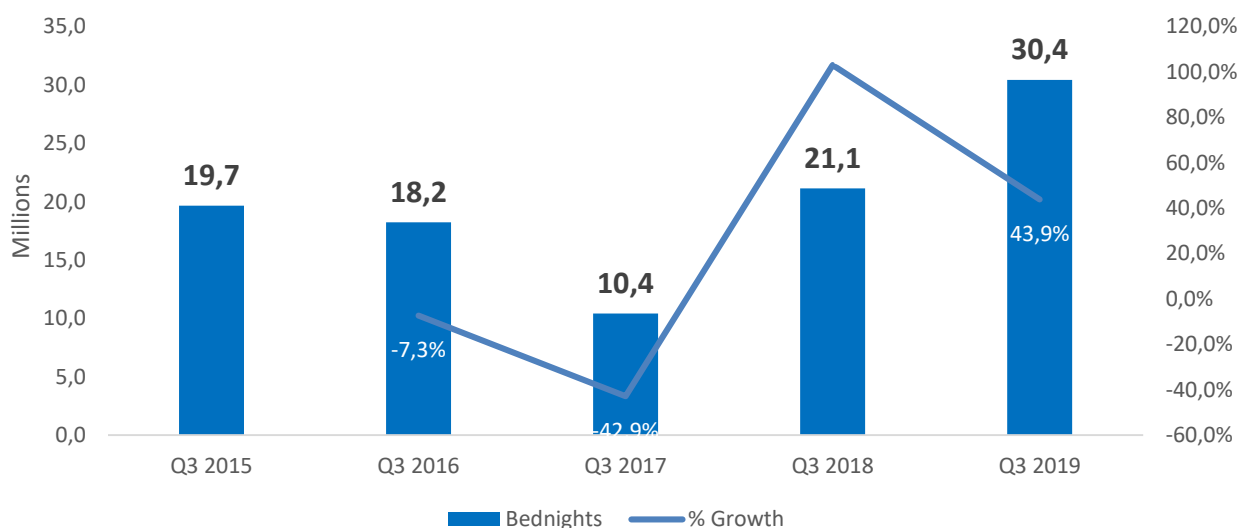
BEDNIGHTS

30.4 million

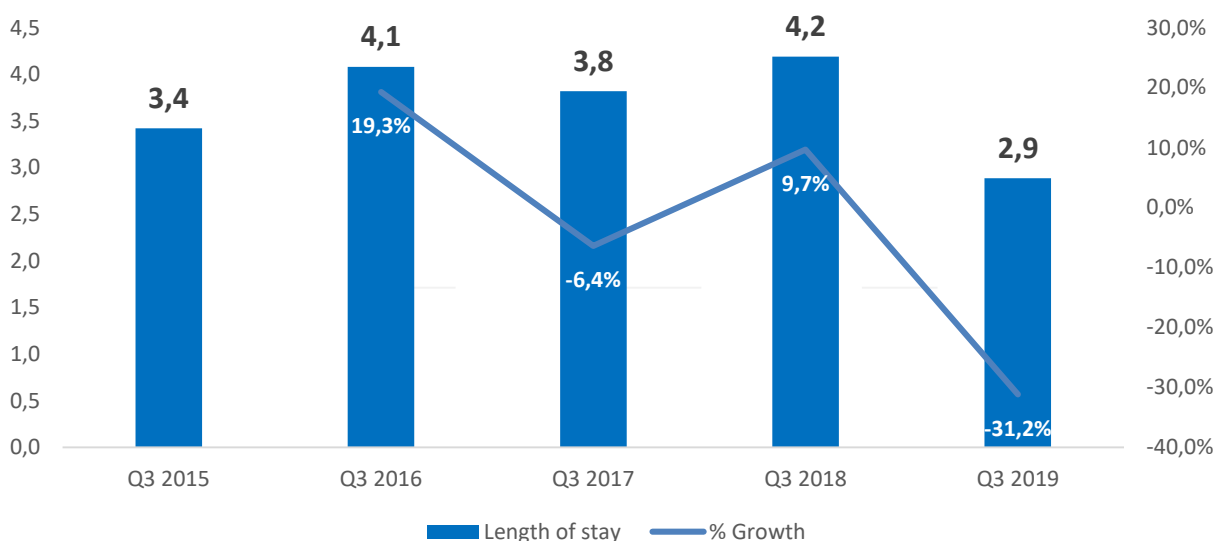
+43.9%

- In the third quarter of 2019, the number of nights South African travellers spent away from home increased by 43.9% to 14.5 million, following a 103.1% rise recorded in the same quarter of the preceding year.
- The average length of overnight trips taken was 2.9 nights - a 31.2% decrease compared to the same period in 2018.

Number of bednights



Length of stay

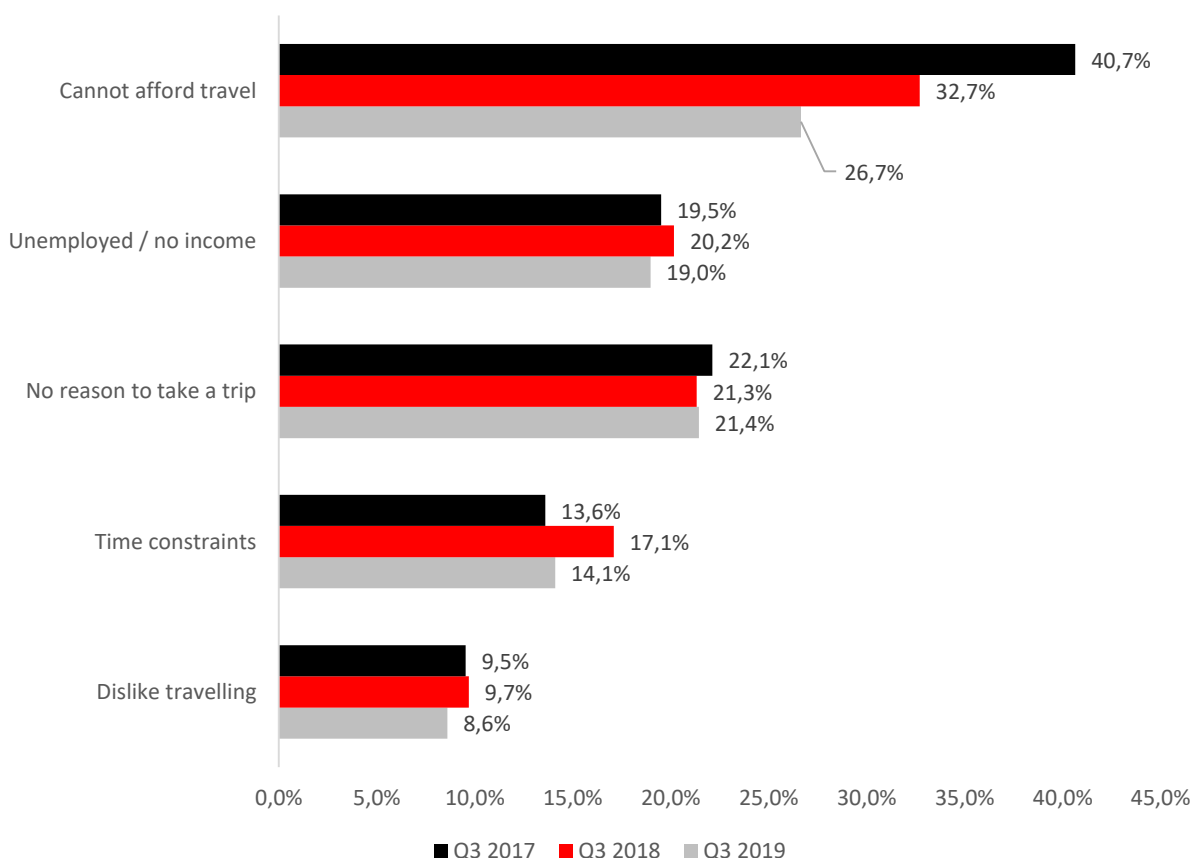




REASONS FOR NOT TRAVELLING

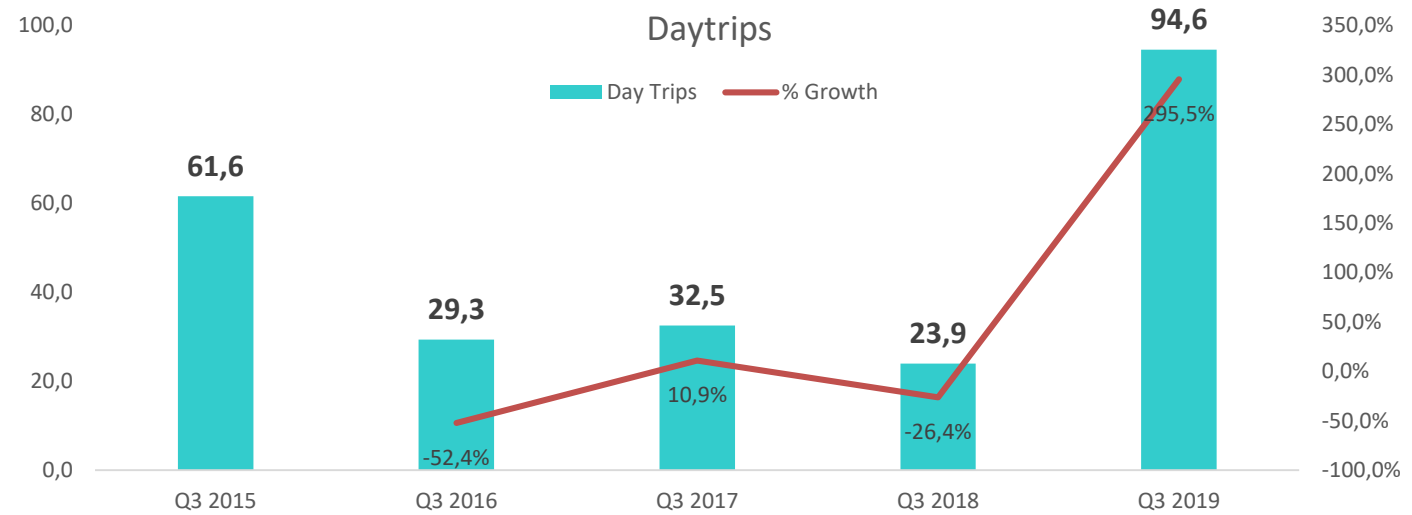
- The main reason given by respondents for not taking a domestic trip between July and September 2019 was that they cannot afford to travel. 26.7% of respondents mentioned this, a decrease from 32.7% reported in the same period in 2018. The second most cited reason, over the years, is “unemployed/ no income”. Those that said that they did not take a domestic trip because they have no reason to take one increased slightly from 21.3% in the third quarter of 2018 to 21.4% in the same period in 2019. This is an opportunity to provide a compelling reason for them to take a domestic trip.

Reasons for not travelling



94.6 million

+295.5%



*Q3 2019: 55,1% of daytrips > 40km, 44,9% of daytrips < 40km

TOTAL DAY TRIPS

by purpose

Q3 2018

Q3 2019



PERSONAL SHOPPING
7.1m 29.6%
-27.1%

PERSONAL SHOPPING
19.5% **18.5m**
+160.9%



BUSINESS
1.0m 4.4%
-31.2%

BUSINESS
7.0% **6.6m**
+530.7%



HOLIDAY
3.4m 14.2%
+8.5%

HOLIDAY
15.2% **14.4m**
+321.3%



RELIGIOUS
0.8m 3.2%
-53.0%

RELIGIOUS
5.9% **5.6m**
+621.9%



APPENDIX

INTERNATIONAL TOURIST ARRIVALS				
	Q3 2017	Q3 2018	Q3 2019	% Growth
Total	2 547 148	2 575 193	2 467 546	-4,2%
Africa	1 915 045	1 942 854	1 857 764	-4,4%
Botswana	178 834	176 871	163 842	-7,4%
Lesotho	426 832	426 904	373 317	-12,6%
Malawi	49 691	55 437	54 977	-0,8%
Mozambique	345 997	341 764	323 374	-5,4%
Namibia	49 508	47 531	42 479	-10,6%
Swaziland	231 061	224 652	239 322	6,5%
Zambia	44 696	43 015	37 894	-11,9%
Zimbabwe	509 447	538 236	542 700	0,8%
Angola	10 719	14 895	14 181	-4,8%
Dem Rep of Congo	8 776	11 011	9 507	-13,7%
Ethiopia	2 332	2 388	1 715	-28,2%
Ghana	4 494	5 533	4 776	-13,7%
Kenya	7 194	7 292	7 609	4,3%
Nigeria	12 705	14 424	8 843	-38,7%
Tanzania	9 101	8 964	9 680	8,0%
Uganda	3 322	3 758	3 549	-5,6%
Other Africa	20 336	20 179	19 999	-0,9%
Asia	78 775	79 891	76 836	-3,8%
China including Hong Kong	24 575	27 425	24 572	-10,4%
India	22 316	20 543	21 158	3,0%
Japan	7 412	7 549	7 128	-5,6%
Malaysia	2 717	2 048	2 384	16,4%
Singapore	2 451	2 641	2 599	-1,6%
Rep of Korea	25	25	34	36,0%
Other Asia	19 279	19 660	18 961	-3,6%
Australasia	38 781	38 131	34 409	-9,8%
Australia	33 641	33 917	30 010	-11,5%
New Zealand	5 039	4 136	4 329	4,7%
Other Australasia	101	78	70	-10,3%
CENTRAL & SOUTH AMERICA	25 365	29 973	30 652	2,3%
Argentina	2 821	3 682	2 749	-25,3%
Brazil	15 875	18 489	19 845	7,3%
Chile	1 406	1 807	1 501	-16,9%
Other Central & South America	5 263	5 995	6 557	9,4%
Europe	351 625	346 323	329 120	-5,0%
Austria	5 667	5 199	5 317	2,3%
Belgium	14 826	16 263	14 644	-10,0%
Denmark	4 871	4 812	4 028	-16,3%
Finland	1 139	1 322	1 157	-12,5%
France	42 419	40 180	36 507	-9,1%
Germany	60 894	62 735	57 435	-8,4%
Ireland	6 419	5 999	5 883	-1,9%
Italy	21 116	22 324	23 352	4,6%
Netherlands	47 819	42 025	42 364	0,8%
Norway	2 724	2 624	2 495	-4,9%
Portugal	8 397	6 923	6 347	-8,3%
Russian Fed	2 696	3 788	2 607	-31,2%
Spain	14 172	15 201	14 965	-1,6%
Sweden	4 182	4 162	3 437	-17,4%
Switzerland	10 008	10 490	9 667	-7,8%
Turkey	3 319	3 484	3 010	-13,6%
UK	89 463	86 646	84 870	-2,0%
Other Europe	11 494	12 146	11 035	-9,1%
Middle East	17 712	15 431	17 915	16,1%
United Arab Emirates	1 477	1 207	1 825	51,2%
Other Middle East	16 235	14 224	16 090	13,1%
North America	116 493	119 273	116 990	-1,9%
Canada	14 365	14 683	13 967	-4,9%
USA	102 128	104 590	103 023	-1,5%

APPENDIX

TFDS BY COUNTRY						
	Q3 2017		Q3 2018		Q3 2019	% Growth
AFRICA	R	8 495 680 657	R	9 528 261 075	R 7 267 887 171	-23.7%
Botswana	R	563 449 830	R	460 030 978	R 598 368 113	30.1%
Lesotho	R	682 596 168	R	869 940 294	R 575 277 020	-33.9%
Malawi	R	700 588 506	R	971 410 692	R 532 425 201	-45.2%
Mozambique	R	962 661 947	R	942 828 005	R 629 365 089	-33.2%
Namibia	R	367 407 241	R	199 031 864	R 270 560 861	35.9%
Swaziland	R	386 880 858	R	371 809 916	R 418 458 975	12.5%
Zambia	R	959 682 315	R	843 588 024	R 429 783 143	-49.1%
Zimbabwe	R	2 687 273 407	R	3 449 362 474	R 2 572 243 009	-25.4%
Angola	R	222 579 544	R	306 417 911	R 259 470 933	-15.3%
Democratic Republic of Congo	R	118 014 282	R	223 064 261	R 141 047 641	-36.8%
Ethiopia	R	32 460 159	R	40 073 611	R 21 298 217	-46.9%
Ghana	R	79 925 523	R	81 060 527	R 58 864 145	-27.4%
Kenya	R	85 665 235	R	77 000 201	R 87 002 486	13.0%
Nigeria	R	202 725 293	R	267 918 529	R 205 035 822	-23.5%
Tanzania	R	74 280 690	R	59 676 467	R 72 574 059	21.6%
Uganda	R	80 712 878	R	75 562 015	R 46 435 485	-38.5%
Other Africa	R	288 776 781	R	289 485 306	R 349 676 974	20.8%
ASIA	R	1 220 403 738	R	1 149 081 824	R1 535 077 847	33.6%
China including Hong Kong	R	467 179 643	R	483 510 888	R 383 531 297	-77.2%
India	R	363 256 024	R	269 409 600	R 540 078 829	100.5%
Japan	R	111 178 722	R	81 568 268	R 79 834 737	-2.1%
Malaysia	R	41 562 519	R	19 991 720	R 29 959 400	49.9%
Singapore	R	34 313 282	R	48 374 072	R 147 657 797	205.2%
South Korea	R	77 342 335	R	81 059 458	R 56 619 729	-30.2%
Other Asia	R	125 571 214	R	165 167 818	R 297 396 058	80.1%
AUSTRALASIA	R	690 665 934	R	661 535 830	R 548 421 598	-7.0%
Australia	R	594 552 198	R	592 555 329	R 470 149 293	-20.7%
New Zealand	R	95 787 644	R	68 819 078	R 78 272 305	13.7%
Other Australasia	R	326 091	R	161 423	-	-
CENTRAL & SOUTH AMERICA	R	348 044 434	R	428 229 804	R407 186 448.00	-4.9%
Argentina	R	44 518 667	R	47 704 673	R55 991 381.58	17.4%
Brazil	R	236 481 882	R	266 744 732	R300 082 529.90	12.5%
Chile	R	23 674 937	R	29 360 327	R25 963 067.98	-11.6%
Other Central & South America	R	43 368 949	R	84 420 071	R25 149 468.53	-70.2%
EUROPE	R	5 897 130 754	R	5 355 971 414	R 6 367 569 767.00	19.6%
Austria	R	92 112 394	R	69 990 423	R 112 722 487	61.1%
Belgium	R	169 515 580	R	188 076 640	R 190 021 462	1.0%
Denmark	R	85 903 130	R	77 712 027	R 127 602 767	64.2%
Finland	R	21 521 066	R	18 836 846	R 36 784 947	95.3%
France	R	637 224 521	R	620 221 799	R 552 919 174	-10.9%
Germany	R	1 070 952 014	R	975 521 338	R 1 319 998 914	35.3%
Ireland	R	119 994 892	R	82 701 765	R 125 810 783	52.1%
Italy	R	441 834 472	R	333 133 364	R 247 383 925	-25.7%
Netherlands	R	688 254 784	R	642 367 271	R 570 351 728	-11.2%
Norway	R	52 674 833	R	43 638 526	R 83 238 287	90.7%
Portugal	R	103 166 216	R	76 754 599	R 103 837 944	35.3%
Russian Fed	R	51 169 942	R	69 741 099	R 86 715 004	24.3%
Spain	R	238 314 280	R	256 473 681	R 163 929 821	-36.1%
Sweden	R	66 636 887	R	93 064 779	R 182 806 503	96.4%
Switzerland	R	191 712 769	R	201 739 736	R 263 466 826	30.6%
Turkey	R	73 873 274	R	56 748 709	R 61 128 255	7.7%
UK	R	1 626 836 646	R	1 425 246 036	R 2 001 714 052	40.4%
Other Europe	R	165 433 052	R	124 002 777	R 137 136 886	10.6%
MIDDLE EAST	R	360 902 371	R	369 096 180	R 283,544,887.00	-33.4%
UAE	R	22 102 243	R	22 579 337	R 10 133 232	-55.1%
Other Middle East	R	338 800 127	R	346 516 843	R 273 411 655	-21.1%
NORTH AMERICA	R	2 942 054 276	R	2 479 916 448	R 2 515 070 811	1.4%
Canada	R	270 940 171	R	240 708 902	R 263 634 712	9.5%
USA	R	2 671 114 104	R	2 239 207 547	R 2 251 436 099	0.5%

APPENDIX

AVERAGE_SPEND_BY_COUNTRY				
	Q3 2017	Q3 2018	Q3 2019	%Growth
AVERAGE_SPEND_BY_COUNTRY				
	Q3 2017	Q3 2018	Q3 2019	%Growth
AFRICA	4 600	5 000	3 900	-22,0%
Botswana	3 300	2 800	4 500	60,7%
Lesotho	1 700	2 100	1 700	-19,0%
Malawi	13 600	17 500	15 100	-13,7%
Mozambique	2 800	2 800	2 200	-21,4%
Namibia	7 700	4 300	6 000	39,5%
Swaziland	1 700	1 700	2 300	35,3%
Zambia	21 800	19 600	13 000	-33,7%
Zimbabwe	5 300	6 500	4 200	-35,4%
Angola	21 900	22 300	24 500	9,9%
Democratic Republic of Congo	17 000	25 000	30 000	20,0%
Ethiopia	15 700	19 000	14 400	-24,2%
Ghana	18 900	15 400	16 400	6,5%
Kenya	12 800	11 500	15 500	34,8%
Nigeria	17 700	20 100	18 400	-8,5%
Tanzania	13 300	11 100	14 800	33,3%
Uganda	27 300	22 300	18 100	-18,8%
Other Africa	17 900	17 700	12 100	-31,6%
ASIA	18 100	16 300	20 800	27,6%
China including Hong Kong	20 700	18 500	16 900	-8,6%
India	18 700	15 100	16 000	6,0%
Japan	17 300	11 600	13 900	19,8%
Malaysia	15 800	10 500	15 800	50,5%
Singapore	14 400	18 700	49 300	163,6%
South Korea	15 500	15 900	14 200	-10,7%
Other Asia	14 100	16 800	20 000	19,0%
AUSTRALASIA	20 200	19 100	19 200	0,5%
Australia	19 900	19 100	19 300	1,0%
New Zealand	22 300	18 500	19 800	7,0%
Other Australasia	23 300	8 100	0	-100,0%
CENTRAL & SOUTH AMERICA	16 400	16 200	17 500	8,0%
Argentina	16 900	13 700	15 700	14,6%
Brazil	16 300	15 600	17 500	12,2%
Chile	18 000	17 400	19 000	9,2%
Other Central & South America	15 100	20 500	3 800	-81,5%
EUROPE	20 900	18 500	20 900	13,0%
Austria	19 400	15 500	18 400	18,7%
Belgium	15 700	14 900	18 500	24,2%
Denmark	20 000	18 000	21 100	17,2%
Finland	22 100	16 500	17 100	3,6%
France	20 600	19 700	18 200	-7,6%
Germany	21 400	18 600	21 300	14,5%
Ireland	21 200	15 100	18 200	20,5%
Italy	24 600	16 800	18 700	11,3%
Netherlands	20 900	20 800	26 500	27,4%
Norway	22 700	18 600	20 200	8,6%
Portugal	19 400	18 200	17 900	-1,6%
Russian Fed	22 200	20 000	19 700	-1,5%
Spain	19 700	19 400	20 500	5,7%
Sweden	17 900	24 500	18 300	-25,3%
Switzerland	23 000	22 300	22 000	-1,3%
Turkey	25 800	18 500	29 000	56,8%
UK	20 700	18 100	19 300	6,6%
Other Europe	20 600	14 700	12 400	-15,6%
MIDDLE EAST	22 700	28 700	24 800	-13,6%
UAE	15 000	18 700	18 500	-1,1%
Other Middle East	23 500	29 700	17 000	-42,8%
NORTH AMERICA	28 900	23 300	24 400	4,7%
Canada	22 400	18 100	19 100	5,5%
USA	29 800	24 000	24 700	2,9%

APPENDIX

BEDSNIGHTS BY COUNTRY				
	Q3 2017	Q3 2018	Q3 2019	% Growth
Africa	21 265 151	18 491 148	19 641 507	6,2%
Botswana	838 735	701 607	644 094	-8,2%
Lesotho	7 240 129	5 638 373	6 967 859	23,6%
Malawi	555 328	624 094	652 416	4,5%
Mozambique	4 451 851	4 837 028	4 002 620	-17,3%
Namibia	571 649	363 019	458 517	26,3%
Swaziland	1 907 060	1 863 488	2 065 475	10,8%
Zambia	400 279	316 778	328 711	3,8%
Zimbabwe	3 932 389	2 614 082	2 786 636	6,6%
Angola	179 297	190 242	195 942	3,0%
Democratic Republic of Congo	191 409	279 019	162 408	-41,8%
Ethiopia	36 642	35 145	28 709	-18,3%
Ghana	79 425	77 787	67 207	-13,6%
Kenya	140 895	85 146	107 363	26,1%
Nigeria	239 535	267 891	232 032	-13,4%
Tanzania	79 879	86 002	84 857	-1,3%
Uganda	68 257	71 423	58 763	-17,7%
Other Africa	352 392	440 024	797 898	81,3%
Asia	1 447 060	1 356 148	2 980 228	119,8%
China including Hong Kong	464 447	468 133	367 311	-21,5%
India	550 502	412 441	1 063 550	157,9%
Japan	66 994	138 015	77 660	-43,7%
Malaysia	44 497	27 263	132 295	385,3%
Singapore	29 597	22 577	25 705	13,9%
South Korea	70 027	90 231	53 560	-40,6%
Other Asia	220 996	197 488	1 260 147	538,1%
Australasia	493 358	513 166	429 629	-16,3%
Australia	429 983	458 637	357 800	-22,0%
New Zealand	63 164	54 383	65 541	20,5%
Other Australasia	211	146	6 288	4193,6%
South America	352 822	427 708	338 359	-20,9%
Argentina	57 719	45 567	40 160	-11,9%
Brazil	222 245	293 573	229 763	-21,7%
Chile	20 661	18 775	16 865	-10,2%
Other Central & South America	52 197	69 793	51 571	-26,1%
Europe	5 110 875	5 174 671	5 099 819	-1,4%
Austria	71 553	63 039	87 701	39,1%
Belgium	197 864	193 993	169 816	-12,5%
Denmark	58 732	58 914	89 559	52,0%
Finland	14 738	18 318	28 591	56,1%
France	617 725	711 613	477 519	-32,9%
Germany	1 005 444	1 052 521	1 165 236	10,7%
Ireland	134 192	83 115	110 947	33,5%
Italy	288 896	241 935	184 102	-23,9%
Netherlands	689 070	701 021	498 979	-28,8%
Norway	39 852	38 416	68 545	78,4%
Portugal	65 821	85 002	76 186	-10,4%
Russian Fed	31 732	57 849	47 831	-17,3%
Spain	243 313	242 641	120 262	-50,4%
Sweden	65 700	71 239	148 133	107,9%
Switzerland	135 951	155 788	185 339	19,0%
Turkey	36 497	52 785	40 199	-23,8%
UK	1 307 412	1 266 770	1 411 128	11,4%
Other Europe	106 383	79 712	189 746	138,0%
Middle East	429 086	344 191	235 556	-31,6%
UAE	30 431	23 302	7 125	-69,4%
Other Middle East	398 655	320 889	228 432	-28,8%
North America	1 621 531	1 663 026	1 647 450	-0,9%
Canada	171 459	214 071	209 957	-1,9%
USA	1 450 072	1 448 955	1 398 218	-3,5%

APPENDIX

AVERAGE LENGTH OF STAY				
	Q3 2017	Q3 2018	Q3 2019	%Growth
AFRICA	11,2	9,6	10,5	9,6%
Botswana	4.7	4.0	4.6	15,0%
Lesotho	17.0	13.2	17.7	34,1%
Malawi	11.2	11.3	14.0	23,9%
Mozambique	12.9	14.2	12.1	-14,8%
Namibia	11.5	7.6	9.0	18,4%
Swaziland	8.3	8.3	9.1	9,6%
Zambia	9.0	7.4	9.9	33,8%
Zimbabwe	7.7	4.9	5.5	12,2%
Angola	17.4	13.8	15.6	13,0%
Democratic Republic of Congo	27,1	31,1	26,4	-15,1%
Ethiopia	17.7	16.4	16.1	-1,8%
Ghana	18.5	14.8	15.9	7,4%
Kenya	21.1	12.7	16.2	27,6%
Nigeria	20.6	20.1	18.6	-7,5%
Tanzania	14.3	15.7	15.1	-3,8%
Uganda	22.8	21.1	20.8	-1,4%
Other Africa	14.3	12.4	13.3	7,3%
ASIA	21.0	19.2	23.9	24,5%
China including Hong Kong	33,6	31,0	36,4	17,4%
India	28.1	23.1	24.8	7,4%
Japan	9.7	19.5	12.3	-36,9%
Malaysia	16.9	14.3	31.0	116,8%
Singapore	12.4	8.7	12.3	41,4%
South Korea	14,0	17,7	13,8	-22,0%
Other Asia	19.1	19.1	21.8	14,1%
AUSTRALASIA	13.9	14.8	14.6	-1,4%
Australia	13.9	14.8	14.3	-3,4%
New Zealand	13,6	14,6	16,7	14,4%
Other Australasia	-	-	-	-
CENTRAL & SOUTH AMERICA	16.2	16.2	15.8	-2,5%
Argentina	22.0	13.1	13.3	1,5%
Brazil	15.1	17.2	15.8	-8,1%
Chile	15.4	10.8	15.0	38,9%
Other Central & South America	26,9	36,5	45,1	23,6%
EUROPE	17.5	13.7	14.7	7,3%
Austria	14.7	14.0	15.2	8,6%
Belgium	17.5	15.3	17.5	14,4%
Denmark	13.3	13.3	14.9	12,0%
Finland	14.5	15.5	13.5	-12,9%
France	19.2	22.4	17.1	-23,7%
Germany	19.5	19.4	18.4	-5,2%
Ireland	22.8	15.2	16.5	8,6%
Italy	15.8	12.1	18.1	49,6%
Netherlands	20.3	22.7	17.2	-24,2%
Norway	16.5	16.4	17.3	5,5%
Portugal	12.4	20.0	23.2	16,0%
Russian Fed	13,2	16,3	12,4	-23,9%
Spain	19.6	18.2	14.8	-18,7%
Sweden	17.3	18.6	19.3	3,8%
Switzerland	16.0	17.2	16.1	-6,4%
Turkey	12.5	17.2	16.3	-5,2%
UK	16.1	16.0	15.0	-6,3%
Other Europe	16.5	17.0	16.6	-2,4%
MIDDLE EAST	22.8	21.5	16.7	-22,3%
UAE	20,6	19,3	11,2	-42,0%
Other Middle East	21.7	20.4	13.95	-31,6%
NORTH AMERICA	15.2	15.2	15.9	4,6%
Canada	13.3	16.1	17.9	11,2%
USA	15.5	15.0	15.6	4,0%

APPENDIX

PURPOSE OF VISIT (CATEGORIES)									
Q3 2019									
	Holiday	Shopping personal	Shopping business	Business traveller	MICE	Medical	VFR	Religion	Other
AFRICA	8.7%	14.6%	12.5%	1.1%	4.5%	1.8%	46.3%	2.3%	8.2%
Botswana	10.1%	6.2%	17.6%	2.4%	6.6%	2.1%	35.5%	7.1%	12.4%
Lesotho	2.9%	4.0%	4.8%	0.7%	1.8%	2.3%	66.4%	2.4%	14.7%
Malawi	7.6%	5.2%	42.0%	1.2%	6.9%	0.8%	27.5%	2.8%	6.0%
Mozambique	14.6%	6.7%	9.1%	0.3%	1.8%	1.3%	63.1%	0.8%	2.3%
Namibia	16.1%	2.3%	12.2%	2.7%	11.3%	3.7%	34.9%	1.8%	15.0%
Swaziland	9.6%	2.1%	5.9%	0.9%	3.4%	1.3%	65.8%	3.0%	7.8%
Zambia	8.4%	5.7%	42.1%	2.8%	10.7%	1.0%	18.5%	3.8%	7.0%
Zimbabwe	6.1%	40.3%	19.0%	0.6%	3.8%	1.3%	23.5%	1.4%	4.0%
Angola	29.3%	2.7%	1.3%	6.0%	11.9%	8.9%	24.7%	0.9%	14.2%
Democratic Republic of Congo	20.2%	1.1%	1.6%	7.3%	13.4%	9.1%	29.7%	2.7%	14.9%
Ethiopia	10.5%	0.7%	0.2%	7.5%	32.4%	1.9%	27.3%	1.7%	17.7%
Ghana	15.1%	0.6%	0.5%	6.6%	33.5%	1.8%	21.1%	3.9%	17.0%
Kenya	8.9%	0.5%	0.5%	8.1%	42.7%	1.3%	12.7%	2.2%	23.1%
Nigeria	23.8%	0.5%	0.4%	6.4%	24.6%	1.5%	23.5%	3.9%	15.3%
Tanzania	11.6%	1.0%	1.4%	7.4%	28.3%	3.5%	23.5%	1.6%	21.7%
Uganda	10.8%	0.4%	0.3%	6.9%	35.4%	2.1%	17.2%	2.7%	24.3%
Other Africa	22.2%	0.2%	1.0%	14.5%	21.6%	1.9%	18.8%	0.3%	19.5%
ASIA	31.5%	0.2%	0.1%	12.4%	28.2%	0.2%	22.1%	0.3%	5.8%
China including Hong Kong	39.6%	0.2%	0.2%	8.4%	23.3%	0.1%	24.6%	0.1%	3.6%
India	20.2%	0.1%	0.0%	17.8%	37.6%	0.2%	15.8%	0.6%	7.8%
Japan	38.2%	0.1%	0.1%	12.1%	27.9%	0.2%	16.2%	0.1%	5.1%
Malaysia	33.3%	0.0%	0.0%	6.5%	28.7%	0.4%	21.3%	0.5%	9.4%
Singapore	40.2%	0.0%	5.5%	26.8%	21.3%	6.3%	40.2%	0.0%	5.5%
South Korea	34.8%	0.0%	0.0%	5.9%	21.3%	0.1%	31.6%	0.5%	5.7%
Other Asia	21.0%	0.0%	0.0%	10.6%	15.3%	0.0%	47.0%	1.1%	5.1%
AUSTRALASIA	41.9%	0.3%	-4.3%	3.7%	10.6%	0.3%	37.5%	0.6%	5.6%
Australia	43.0%	0.1%	0.0%	3.3%	9.9%	0.3%	37.2%	0.6%	5.6%
New Zealand	35.4%	0.1%	0.0%	4.8%	14.2%	0.2%	39.6%	0.1%	5.5%
Other Australasia	50.0%	0.0%	0.0%	0.0%	45.0%	0.0%	0.0%	5.0%	0.0%
CENTRAL & SOUTH AMERICA	50.1%	0.7%	22.3%	7.6%	19.6%	0.3%	9.2%	0.7%	13.3%
Argentina	51.3%	7.6%	21.1%	0.1%	9.1%	0.2%	10.6%	51.3%	7.6%
Brazil	50.8%	0.2%	0.0%	7.4%	18.1%	0.2%	8.3%	0.4%	14.6%
Chile	42.1%	9.6%	25.3%	0.3%	12.9%	0.2%	9.6%	42.1%	9.6%
Other Central & South America	42.2%	0.0%	0.0%	12.3%	16.0%	0.0%	12.3%	0.0%	17.2%
EUROPE	51.6%	0.1%	0.1%	7.0%	16.6%	0.3%	17.8%	0.3%	6.7%
Austria	52.1%	0.0%	0.0%	8.2%	21.3%	0.4%	12.2%	0.1%	5.7%
Belgium	52.6%	0.2%	0.2%	6.3%	18.7%	0.8%	13.1%	0.2%	7.9%
Denmark	56.9%	0.1%	7.2%	17.4%	0.5%	9.7%	0.4%	7.8%	56.9%
Finland	47.0%	0.0%	0.1%	9.2%	25.6%	0.4%	9.6%	0.4%	7.7%
France	57.6%	0.1%	0.1%	6.1%	18.6%	0.4%	10.0%	0.2%	6.8%
Germany	58.7%	0.0%	0.1%	5.9%	15.0%	0.2%	12.6%	0.1%	7.3%
Ireland	47.0%	0.0%	6.5%	15.0%	0.4%	25.7%	0.2%	5.3%	47.0%
Italy	54.3%	0.1%	0.1%	7.3%	22.0%	0.1%	8.8%	1.5%	5.7%
Netherlands	56.4%	0.0%	0.0%	6.5%	12.3%	0.4%	16.7%	0.1%	7.5%
Norway	53.8%	0.1%	0.1%	7.1%	14.5%	0.2%	12.5%	0.4%	11.3%
Portugal	42.0%	0.2%	0.3%	10.4%	21.3%	0.4%	18.5%	0.3%	6.6%
Russian Fed	26.3%	0.0%	0.3%	18.4%	36.2%	0.3%	12.7%	0.5%	5.2%
Spain	46.3%	0.1%	0.8%	11.4%	23.2%	0.4%	11.6%	0.4%	5.9%
Sweden	52.2%	0.0%	8.0%	19.5%	0.1%	12.3%	0.3%	7.6%	52.2%
Switzerland	59.5%	0.1%	4.7%	13.8%	0.2%	13.8%	0.1%	7.7%	59.5%
Turkey	34.9%	0.0%	14.8%	32.3%	0.5%	11.5%	6.0%	34.9%	0.0%
UK	44.6%	0.1%	0.0%	5.0%	14.8%	0.3%	29.1%	0.3%	5.8%
Other Europe	49.6%	0.0%	0.0%	14.2%	21.3%	0.0%	10.1%	0.0%	4.8%
MIDDLE EAST	32.0%	2.2%	0.2%	10.4%	23.0%	0.4%	28.0%	1.0%	6.2%
UAE	29.8%	0.1%	3.5%	22.0%	0.5%	40.9%	0.1%	3.1%	29.8%
Other Middle East	42.3%	0.0%	0.0%	14.2%	3.4%	0.1%	32.1%	0.0%	8.0%
NORTH AMERICA	56.0%	0.2%	0.1%	4.6%	13.7%	0.2%	14.9%	1.1%	9.6%
Canada	56.4%	0.1%	4.0%	13.5%	0.2%	18.7%	0.6%	6.6%	56.4%
USA	55.7%	0.1%	0.0%	4.4%	13.8%	0.2%	14.4%	1.2%	10.2%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

APPENDIX

PURPOSE OF VISIT (CATEGORIES)									
Q3 2018									
	Holiday	Shopping personal	Shopping business	Business traveller	MICE	Medical	VFR	Religion	Other
AFRICA	12,4%	16,1%	12,1%	1,2%	3,1%	0,9%	45,3%	1,9%	7,0%
Botswana	11,7%	5,7%	20,4%	1,9%	4,4%	1,6%	36,2%	7,1%	11,0%
Lesotho	4,2%	6,8%	1,2%	0,0%	1,5%	0,2%	73,6%	0,9%	11,6%
Malawi	7,5%	5,5%	38,6%	1,3%	7,3%	0,0%	30,7%	5,7%	3,3%
Mozambique	36,8%	3,8%	2,9%	0,6%	0,3%	0,7%	52,6%	1,1%	1,2%
Namibia	11,1%	1,5%	38,5%	3,1%	7,1%	0,8%	19,7%	1,9%	16,2%
Swaziland	10,9%	1,5%	4,6%	0,1%	1,5%	1,5%	70,9%	2,7%	6,3%
Zambia	7,6%	3,9%	39,6%	3,3%	6,7%	0,9%	27,5%	4,8%	5,7%
Zimbabwe	4,0%	46,3%	21,2%	0,9%	3,0%	1,0%	18,9%	0,8%	3,8%
Angola	27,2%	2,4%	1,0%	14,0%	8,7%	7,1%	21,1%	1,4%	17,1%
Democratic Republic of Congo	21,3%	0,0%	3,2%	8,6%	7,9%	5,1%	39,7%	0,0%	14,2%
Ethiopia	7,2%	0,0%	0,0%	7,7%	26,0%	2,9%	36,8%	1,6%	17,7%
Ghana	21,2%	0,0%	0,0%	13,7%	29,6%	0,0%	21,0%	1,2%	13,3%
Kenya	7,0%	0,0%	0,0%	11,7%	42,8%	1,6%	8,0%	2,4%	26,5%
Nigeria	30,2%	0,0%	0,0%	10,2%	17,3%	3,1%	17,5%	2,7%	19,1%
Tanzania	11,4%	0,0%	1,7%	13,5%	22,1%	2,7%	23,5%	2,4%	22,8%
Uganda	8,6%	0,0%	1,5%	19,6%	16,2%	1,5%	14,3%	3,5%	34,8%
Other Africa	22,2%	0,2%	1,0%	14,5%	21,6%	1,9%	18,8%	0,3%	19,5%
ASIA	27,7%	0,0%	0,2%	15,0%	21,1%	0,1%	27,7%	0,3%	7,9%
China including Hong Kong	29,8%	0,0%	0,6%	12,8%	20,0%	0,0%	31,1%	0,0%	5,7%
India	22,9%	0,0%	0,0%	25,4%	26,4%	0,0%	11,4%	0,6%	13,3%
Japan	34,0%	0,0%	0,0%	13,4%	21,1%	0,0%	23,4%	0,0%	8,1%
Malaysia	34,0%	0,0%	0,0%	7,5%	35,4%	0,0%	15,5%	0,0%	7,5%
Singapore	42,6%	0,0%	0,0%	8,8%	23,6%	0,0%	16,7%	0,0%	8,3%
South Korea	27,5%	0,0%	0,0%	6,4%	13,0%	1,7%	46,2%	0,0%	5,2%
Other Asia	21,0%	0,0%	0,0%	10,6%	15,3%	0,0%	47,0%	1,1%	5,1%
AUSTRALASIA	52,7%	0,0%	0,0%	6,9%	4,1%	0,2%	28,3%	1,0%	6,8%
Australia	53,2%	0,0%	0,0%	7,3%	3,6%	0,2%	27,4%	1,2%	7,1%
New Zealand	48,6%	0,0%	0,0%	3,3%	7,4%	0,0%	36,0%	0,0%	4,7%
Other Australasia	50,0%	0,0%	0,0%	0,0%	45,0%	0,0%	0,0%	5,0%	0,0%
CENTRAL & SOUTH AMERICA	55,7%	0,0%	0,0%	9,7%	8,3%	0,0%	7,2%	0,7%	18,3%
Argentina	71,8%	0,0%	0,0%	4,9%	3,2%	0,0%	8,4%	0,0%	11,7%
Brazil	56,8%	0,0%	0,0%	9,6%	6,9%	0,0%	4,9%	1,1%	20,7%
Chile	43,5%	0,0%	0,0%	14,3%	15,1%	0,0%	15,8%	0,0%	11,3%
Other Central & South America	42,2%	0,0%	0,0%	12,3%	16,0%	0,0%	12,3%	0,0%	17,2%
EUROPE	58,3%	0,0%	0,0%	8,6%	8,8%	0,4%	15,2%	0,4%	8,3%
Austria	46,3%	0,0%	0,0%	13,8%	13,5%	0,0%	12,4%	0,0%	14,0%
Belgium	76,7%	0,0%	0,0%	3,5%	5,2%	0,5%	7,9%	0,5%	5,7%
Denmark	61,8%	0,0%	0,0%	10,6%	6,1%	1,8%	11,8%	2,3%	5,5%
Finland	55,5%	0,0%	0,0%	12,5%	14,6%	3,5%	7,5%	0,0%	6,4%
France	68,5%	0,0%	0,2%	7,9%	6,5%	1,0%	5,1%	0,0%	10,8%
Germany	66,0%	0,1%	0,0%	8,2%	8,0%	0,1%	9,8%	0,2%	7,7%
Ireland	46,7%	0,0%	0,0%	3,4%	11,2%	2,2%	23,2%	0,0%	13,3%
Italy	68,0%	0,0%	0,0%	8,7%	10,7%	0,3%	5,1%	1,4%	5,8%
Netherlands	62,2%	0,0%	0,0%	10,1%	6,2%	0,6%	13,1%	0,2%	7,6%
Norway	57,4%	0,0%	0,0%	9,4%	6,9%	0,9%	17,7%	0,0%	7,7%
Portugal	48,5%	0,8%	0,0%	13,5%	12,5%	0,0%	9,9%	0,0%	14,8%
Russian Fed	34,6%	0,0%	0,0%	25,2%	18,9%	0,0%	16,5%	0,0%	4,8%
Spain	60,6%	0,0%	0,0%	12,1%	8,1%	0,0%	14,7%	0,0%	4,5%
Sweden	58,8%	0,0%	0,0%	5,1%	9,7%	0,0%	17,7%	0,0%	8,6%
Switzerland	67,0%	0,0%	0,0%	7,2%	4,2%	0,0%	10,0%	0,3%	11,3%
Turkey	30,6%	0,0%	0,0%	13,1%	21,9%	0,0%	21,8%	0,0%	12,7%
UK	45,5%	0,1%	0,0%	7,1%	9,3%	0,1%	28,3%	0,5%	9,0%
Other Europe	49,6%	0,0%	0,0%	14,2%	21,3%	0,0%	10,1%	0,0%	4,8%
MIDDLE EAST	41,9%	0,0%	0,0%	13,4%	3,3%	0,1%	34,1%	0,0%	7,2%
UAE	38,3%	0,0%	0,0%	6,1%	2,2%	0,0%	53,3%	0,0%	0,0%
Other Middle East	42,3%	0,0%	0,0%	14,2%	3,4%	0,1%	32,1%	0,0%	8,0%
NORTH AMERICA	56,6%	0,1%	0,0%	7,0%	7,3%	0,2%	16,4%	1,4%	11,0%
Canada	47,6%	0,0%	0,0%	5,1%	9,7%	0,4%	26,0%	0,5%	10,6%
USA	57,9%	0,1%	0,0%	7,3%	7,0%	0,2%	15,1%	1,5%	11,1%
Other	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%

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PURPOSE OF VISIT (CATEGORIES)									
Q3 2017									
	Holiday	Shopping personal	Shopping business	Business traveller	MICE	Medical	VFR	Religion	Other
AFRICA	6,9%	14,5%	8,4%	0,7%	2,5%	1,1%	51,1%	2,2%	12,6%
Botswana	9,0%	5,2%	5,9%	0,8%	3,3%	1,1%	42,6%	7,6%	24,5%
Lesotho	1,6%	0,6%	1,0%	0,1%	0,4%	0,6%	75,1%	1,1%	19,5%
Malawi	8,1%	10,1%	33,6%	1,3%	5,5%	0,0%	25,2%	1,4%	14,9%
Mozambique	15,1%	4,3%	3,9%	0,3%	0,6%	0,7%	71,8%	1,2%	2,3%
Namibia	14,2%	1,0%	3,2%	2,2%	7,3%	8,4%	29,6%	2,6%	31,5%
Swaziland	7,5%	2,2%	3,2%	0,3%	1,0%	0,3%	70,9%	3,2%	11,5%
Zambia	7,8%	3,2%	45,5%	2,6%	7,8%	0,7%	14,5%	6,0%	11,9%
Zimbabwe	2,3%	46,2%	16,9%	0,6%	2,1%	1,3%	22,4%	1,0%	7,2%
Angola	29,0%	2,3%	0,9%	8,0%	9,5%	6,1%	27,6%	1,4%	15,2%
Democratic Republic of Congo	5,4%	3,4%	0,0%	6,3%	22,0%	4,7%	39,6%	2,4%	16,2%
Ethiopia	9,1%	4,2%	0,0%	7,8%	26,5%	1,3%	32,9%	1,3%	17,0%
Ghana	7,3%	1,3%	0,0%	3,5%	37,5%	0,0%	23,0%	5,0%	22,4%
Kenya	8,7%	0,0%	0,8%	7,7%	32,4%	1,6%	15,6%	0,8%	32,4%
Nigeria	18,9%	1,1%	0,4%	3,2%	28,6%	2,3%	24,8%	1,9%	18,8%
Tanzania	14,2%	0,9%	1,6%	5,2%	29,7%	4,2%	23,6%	4,1%	16,6%
Uganda	4,9%	0,0%	0,0%	11,5%	34,4%	0,0%	15,1%	4,0%	30,0%
Other Africa	24,2%	2,0%	0,6%	10,9%	17,5%	1,6%	20,6%	0,5%	22,1%
ASIA	36,6%	0,2%	0,0%	13,6%	20,7%	0,1%	21,7%	0,1%	7,2%
China including Hong Kong	36,3%	0,3%	0,0%	12,7%	19,4%	0,2%	25,5%	0,2%	5,4%
India	28,0%	0,3%	0,0%	18,9%	27,7%	0,0%	14,6%	0,0%	10,4%
Japan	47,5%	0,0%	0,0%	13,9%	17,9%	0,0%	14,8%	0,0%	5,9%
Malaysia	52,0%	0,0%	0,0%	5,3%	24,0%	0,0%	15,6%	0,0%	3,1%
Singapore	58,4%	0,0%	0,0%	0,0%	12,5%	0,0%	16,8%	0,0%	12,3%
South Korea	40,1%	0,0%	0,0%	3,1%	17,8%	0,0%	35,2%	0,0%	3,8%
Other Asia	35,4%	0,0%	0,0%	15,5%	13,8%	0,0%	27,7%	0,0%	7,6%
AUSTRALASIA	62,1%	0,0%	0,0%	3,3%	5,4%	0,0%	24,1%	0,5%	4,7%
Australia	62,5%	0,0%	0,0%	2,5%	5,5%	0,0%	24,3%	0,5%	4,6%
New Zealand	59,1%	0,0%	0,0%	8,6%	4,6%	0,0%	22,5%	0,0%	5,2%
Other Australasia	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	100,0%	0,0%	0,0%
CENTRAL & SOUTH AMERICA	57,7%	0,0%	0,0%	4,8%	11,7%	0,0%	9,6%	1,7%	14,5%
Argentina	53,7%	0,0%	0,0%	9,6%	12,5%	0,0%	2,9%	2,1%	19,1%
Brazil	60,4%	0,0%	0,0%	3,6%	9,0%	0,0%	8,9%	1,5%	16,5%
Chile	67,6%	0,0%	0,0%	3,3%	10,4%	0,0%	5,1%	0,0%	13,7%
Other Central & South America	44,4%	0,0%	0,0%	7,1%	24,3%	0,0%	20,1%	3,0%	1,2%
EUROPE	63,5%	0,1%	0,0%	8,1%	8,1%	0,3%	12,0%	0,2%	7,9%
Austria	51,4%	0,0%	0,0%	7,9%	14,2%	0,0%	15,4%	0,0%	11,1%
Belgium	69,3%	0,0%	0,0%	6,8%	9,7%	0,5%	7,9%	0,0%	5,9%
Denmark	71,6%	0,0%	0,0%	9,1%	10,2%	0,0%	5,6%	0,0%	3,5%
Finland	70,3%	0,0%	0,0%	9,0%	4,3%	0,0%	12,0%	0,0%	4,4%
France	73,3%	0,0%	0,0%	6,9%	5,8%	0,6%	7,3%	0,0%	6,0%
Germany	67,2%	0,0%	0,0%	7,6%	8,8%	0,2%	7,6%	0,0%	8,7%
Ireland	55,5%	0,0%	0,0%	11,3%	2,2%	0,0%	17,7%	0,0%	13,2%
Italy	73,6%	0,0%	0,0%	4,7%	9,2%	0,0%	5,4%	1,0%	6,1%
Netherlands	65,8%	0,0%	0,0%	6,0%	4,4%	0,3%	13,4%	0,2%	9,9%
Norway	62,0%	0,0%	0,0%	6,3%	4,9%	0,0%	8,6%	0,0%	18,3%
Portugal	66,0%	0,9%	0,0%	7,0%	9,6%	0,7%	8,4%	0,0%	7,3%
Russian Fed	43,8%	0,0%	0,0%	17,7%	19,0%	0,0%	14,5%	0,0%	5,1%
Spain	64,0%	0,0%	0,0%	12,2%	13,6%	0,0%	4,1%	0,0%	6,2%
Sweden	58,0%	0,0%	0,0%	9,7%	5,7%	0,0%	15,1%	0,0%	11,4%
Switzerland	65,0%	0,0%	0,0%	10,4%	5,0%	0,0%	9,9%	0,0%	9,7%
Turkey	51,6%	0,0%	0,0%	23,8%	12,5%	0,0%	8,4%	0,0%	3,8%
UK	56,3%	0,1%	0,0%	7,2%	8,0%	0,4%	20,0%	0,2%	7,8%
Other Europe	48,5%	0,0%	0,0%	22,4%	15,2%	0,4%	7,3%	0,4%	5,7%
MIDDLE EAST	36,7%	0,0%	0,0%	5,9%	9,6%	0,0%	35,9%	0,0%	11,9%
UAE	25,2%	0,0%	0,0%	0,0%	17,0%	0,0%	42,6%	0,0%	15,2%
Other Middle East	37,9%	0,0%	0,0%	6,5%	8,8%	0,0%	35,2%	0,0%	11,6%
	67,5%	0,0%	0,0%	5,7%	7,3%	0,2%	9,8%	0,6%	8,9%
NORTH AMERICA									
Canada	64,7%	0,4%	0,0%	6,7%	6,0%	0,0%	14,9%	0,4%	6,9%
USA	67,9%	0,0%	0,0%	5,6%	7,4%	0,3%	9,1%	0,6%	9,1%
Other	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%

APPENDIX

	Q3 2019						
	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 99	Refused
Africa	14.6%	38.3%	29.8%	10.7%	3.2%	1.1%	2.4%
Botswana	7.3%	34.8%	37.6%	13.5%	3.8%	1.1%	1.9%
Lesotho	31.7%	38.8%	17.7%	6.0%	2.3%	1.0%	2.5%
Malawi	6.3%	31.3%	43.8%	13.8%	2.6%	0.7%	1.5%
Mozambique	13.8%	44.4%	29.9%	7.3%	1.8%	0.4%	2.5%
Namibia	7.4%	24.6%	24.7%	21.2%	12.4%	6.1%	3.5%
Swaziland	19.6%	46.5%	22.7%	7.4%	2.0%	0.5%	1.3%
Zambia	5.6%	29.9%	42.6%	16.0%	3.3%	0.6%	2.1%
Zimbabwe	8.1%	37.7%	36.2%	12.8%	3.1%	1.0%	1.1%
Angola	10.9%	35.7%	31.3%	14.1%	4.7%	1.1%	2.2%
Democratic Republic of Congo	7.6%	19.9%	31.4%	22.6%	12.3%	2.6%	3.5%
Ethiopia	6.8%	30.7%	32.1%	17.5%	5.6%	1.3%	6.0%
Ghana	5.9%	33.5%	32.4%	15.2%	5.6%	1.0%	6.4%
Kenya	6.0%	29.1%	33.7%	17.0%	4.9%	1.2%	8.1%
Nigeria	5.5%	30.2%	34.4%	16.9%	4.4%	1.0%	7.5%
Tanzania	7.8%	34.0%	30.9%	14.8%	5.4%	1.3%	5.8%
Uganda	6.8%	32.1%	34.4%	15.5%	4.5%	1.1%	5.7%
Other Africa	12.6%	32.0%	25.0%	17.6%	6.8%	2.5%	3.5%
Asia	7.5%	34.1%	32.0%	15.7%	5.0%	2.2%	3.5%
China including Hong Kong	11.7%	45.9%	25.0%	10.3%	3.4%	1.2%	2.5%
India	7.5%	36.6%	30.2%	14.5%	5.0%	1.8%	4.5%
Japan	7.7%	29.8%	31.1%	17.3%	6.5%	2.9%	4.7%
Malaysia	10.7%	30.1%	30.6%	16.7%	8.1%	1.3%	2.4%
Singapore	10.5%	30.3%	25.3%	18.1%	8.1%	2.6%	5.1%
South Korea	14.6%	39.3%	22.0%	13.4%	6.7%	2.0%	2.0%
Other Asia	11.9%	36.2%	32.2%	12.2%	3.9%	1.9%	1.8%
Australasia	9.5%	23.0%	23.5%	19.1%	13.4%	9.5%	2.0%
Australia	10.8%	23.1%	22.1%	18.8%	13.4%	9.6%	2.2%
New Zealand	8.7%	22.4%	24.1%	21.2%	13.5%	8.8%	1.3%
Other Australasia	12.5%	0.0%	0.0%	37.5%	37.5%	12.5%	0.0%
South America	12.3%	40.3%	27.9%	11.2%	5.4%	1.5%	2.1%
Argentina	12.4%	37.4%	29.2%	12.0%	5.5%	1.3%	2.3%
Brazil	13.6%	43.6%	26.2%	9.2%	4.3%	1.4%	1.7%
Chile	11.4%	39.0%	25.7%	12.3%	8.7%	1.1%	1.8%
Other Central & South America	15.0%	41.4%	20.1%	15.9%	5.6%	1.5%	0.5%
Europe	12.9%	28.2%	23.4%	17.6%	9.2%	6.5%	2.2%
Austria	12.2%	31.6%	25.0%	16.1%	8.2%	4.9%	2.0%
Belgium	13.8%	27.8%	21.7%	20.2%	9.2%	5.7%	1.5%
Denmark	15.0%	22.3%	18.3%	21.0%	12.7%	8.9%	1.9%
Finland	10.9%	29.4%	25.5%	18.9%	7.5%	5.5%	2.2%
France	11.9%	28.8%	21.4%	18.0%	10.6%	8.0%	1.3%
Germany	16.1%	29.3%	19.7%	18.1%	9.4%	5.4%	2.0%
Ireland	10.3%	32.1%	22.4%	14.1%	10.2%	7.5%	3.4%
Italy	8.4%	28.7%	28.1%	19.0%	8.3%	5.2%	2.3%
Netherlands	14.7%	29.6%	18.7%	16.9%	11.1%	7.3%	1.6%
Norway	21.8%	26.5%	18.6%	15.1%	9.4%	6.4%	2.2%
Portugal	10.1%	31.6%	29.2%	17.2%	6.4%	3.8%	1.8%
Russian Fed	7.4%	27.4%	28.3%	24.5%	8.7%	2.3%	1.5%
Spain	9.1%	34.3%	29.4%	16.4%	5.7%	3.1%	2.0%
Sweden	13.0%	24.1%	21.4%	19.9%	12.4%	7.8%	1.6%
Switzerland	13.2%	28.0%	23.9%	18.9%	9.1%	4.8%	2.1%
Turkey	10.2%	28.4%	32.9%	16.7%	5.4%	4.3%	2.0%
UK	12.0%	26.3%	21.8%	16.6%	10.9%	9.5%	2.8%
Other Europe	13.6%	31.1%	25.3%	13.6%	10.3%	5.8%	0.4%
Middle East	11.7%	27.0%	27.3%	19.1%	7.9%	4.1%	3.0%
UAE	8.7%	45.9%	22.4%	13.3%	3.8%	1.6%	4.2%
Other Middle East	14.6%	24.9%	19.2%	18.9%	12.2%	7.4%	2.8%
North America	14.3%	23.7%	19.7%	17.5%	12.2%	10.1%	2.6%
Canada	12.0%	24.0%	18.8%	17.9%	14.7%	9.7%	2.9%
USA	14.1%	24.1%	19.3%	17.0%	12.2%	10.8%	2.5%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

APPENDIX

	Q3 2018						
	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 99	Refused
Africa	19,3%	42,1%	26,9%	8,5%	2,1%	0,5%	0,6%
Botswana	7.3%	34.8%	37.6%	13.5%	3.8%	1.1%	1.9%
Lesotho	31.7%	38.8%	17.7%	6.0%	2.3%	1.0%	2.5%
Malawi	6.3%	31.3%	43.8%	13.8%	2.6%	0.7%	1.5%
Mozambique	13.8%	44.4%	29.9%	7.3%	1.8%	0.4%	2.5%
Namibia	7.4%	24.6%	24.7%	21.2%	12.4%	6.1%	3.5%
Swaziland	19.6%	46.5%	22.7%	7.4%	2.0%	0.5%	1.3%
Zambia	5.6%	29.9%	42.6%	16.0%	3.3%	0.6%	2.1%
Zimbabwe	8.1%	37.7%	36.2%	12.8%	3.1%	1.0%	1.1%
Angola	10.9%	35.7%	31.3%	14.1%	4.7%	1.1%	2.2%
Democratic Republic of Congo	7.6%	19.9%	31.4%	22.6%	12.3%	2.6%	3.5%
Ethiopia	6.8%	30.7%	32.1%	17.5%	5.6%	1.3%	6.0%
Ghana	5.9%	33.5%	32.4%	15.2%	5.6%	1.0%	6.4%
Kenya	6.0%	29.1%	33.7%	17.0%	4.9%	1.2%	8.1%
Nigeria	5.5%	30.2%	34.4%	16.9%	4.4%	1.0%	7.5%
Tanzania	7.8%	34.0%	30.9%	14.8%	5.4%	1.3%	5.8%
Uganda	6.8%	32.1%	34.4%	15.5%	4.5%	1.1%	5.7%
Other Africa	12.6%	32,0%	25,0%	17,6%	6,8%	2,5%	3,5%
Asia	13,4%	42,1%	21,8%	12,1%	4,9%	3,1%	2,5%
China including Hong Kong	11.7%	45.9%	25.0%	10.3%	3.4%	1.2%	2.5%
India	7.5%	36.6%	30.2%	14.5%	5.0%	1.8%	4.5%
Japan	7.7%	29.8%	31.1%	17.3%	6.5%	2.9%	4.7%
Malaysia	10.7%	30.1%	30.6%	16.7%	8.1%	1.3%	2.4%
Singapore	10.5%	30.3%	25.3%	18.1%	8.1%	2.6%	5.1%
South Korea	14,6%	39,3%	22,0%	13,4%	6,7%	2,0%	2,0%
Other Asia	11,9%	36,2%	32,2%	12,2%	3,9%	1,9%	1,8%
Australasia	12,4%	23,0%	13,4%	18,4%	17,0%	14,4%	1,3%
Australia	10.8%	23.1%	22.1%	18.8%	13.4%	9.6%	2.2%
New Zealand	8.7%	22.4%	24.1%	21.2%	13.5%	8.8%	1.3%
Other Australasia	12,5%	0,0%	0,0%	37,5%	37,5%	12,5%	0,0%
South America	17,4%	43,5%	21,9%	8,8%	5,1%	1,6%	1,7%
Argentina	12.4%	37.4%	29.2%	12.0%	5.5%	1.3%	2.3%
Brazil	13.6%	43.6%	26.2%	9.2%	4.3%	1.4%	1.7%
Chile	11.4%	39.0%	25.7%	12.3%	8.7%	1.1%	1.8%
Other Central & South America	15,0%	41,4%	20,1%	15,9%	5,6%	1,5%	0,5%
Europe	16,1%	28,9%	16,1%	16,0%	12,4%	9,2%	1,3%
Austria	12.2%	31.6%	25.0%	16.1%	8.2%	4.9%	2.0%
Belgium	13.8%	27.8%	21.7%	20.2%	9.2%	5.7%	1.5%
Denmark	15.0%	22.3%	18.3%	21.0%	12.7%	8.9%	1.9%
Finland	10.9%	29.4%	25.5%	18.9%	7.5%	5.5%	2.2%
France	11.9%	28.8%	21.4%	18.0%	10.6%	8.0%	1.3%
Germany	16.1%	29.3%	19.7%	18.1%	9.4%	5.4%	2.0%
Ireland	10.3%	32.1%	22.4%	14.1%	10.2%	7.5%	3.4%
Italy	8.4%	28.7%	28.1%	19.0%	8.3%	5.2%	2.3%
Netherlands	14.7%	29.6%	18.7%	16.9%	11.1%	7.3%	1.6%
Norway	21.8%	26.5%	18.6%	15.1%	9.4%	6.4%	2.2%
Portugal	10.1%	31.6%	29.2%	17.2%	6.4%	3.8%	1.8%
Russian Fed	7.4%	27.4%	28.3%	24.5%	8.7%	2.3%	1.5%
Spain	9.1%	34.3%	29.4%	16.4%	5.7%	3.1%	2.0%
Sweden	13.0%	24.1%	21.4%	19.9%	12.4%	7.8%	1.6%
Switzerland	13.2%	28.0%	23.9%	18.9%	9.1%	4.8%	2.1%
Turkey	10.2%	28.4%	32.9%	16.7%	5.4%	4.3%	2.0%
UK	12.0%	26.3%	21.8%	16.6%	10.9%	9.5%	2.8%
Other Europe	13,6%	31,1%	25,3%	13,6%	10,3%	5,8%	0,4%
Middle East	14,2%	26,3%	19,3%	18,5%	11,5%	7,3%	2,9%
UAE	8.7%	45.9%	22.4%	13.3%	3.8%	1.6%	4.2%
Other Middle East	14,6%	24,9%	19,2%	18,9%	12,2%	7,4%	2,8%
North America	15,5%	23,6%	13,1%	15,2%	16,3%	14,3%	1,9%
Canada	12.0%	24.0%	18.8%	17.9%	14.7%	9.7%	2.9%
USA	14.1%	24.1%	19.3%	17.0%	12.2%	10.8%	2.5%
Other	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%

APPENDIX

	Q3 2017						
	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 99	Refused
Africa	17,5%	40,0%	28,3%	9,0%	2,6%	0,8%	1,8%
Botswana	9,9%	36,5%	34,4%	12,6%	3,8%	1,2%	1,6%
Lesotho	37,0%	37,8%	16,2%	5,3%	1,6%	0,7%	1,4%
Malawi	6,5%	32,1%	42,9%	12,0%	2,9%	1,0%	2,7%
Mozambique	12,6%	45,8%	30,9%	7,4%	1,4%	0,3%	1,7%
Namibia	9,0%	28,2%	22,7%	18,9%	12,0%	5,6%	3,6%
Swaziland	19,8%	49,6%	21,8%	6,2%	1,2%	0,2%	1,1%
Zambia	4,1%	35,8%	37,0%	14,9%	3,6%	0,5%	4,1%
Zimbabwe	9,2%	38,7%	36,2%	10,9%	3,0%	0,9%	1,1%
Angola	9,9%	35,7%	33,7%	13,1%	4,3%	1,1%	2,3%
Democratic Republic of Congo	7,6%	22,3%	28,8%	21,2%	11,0%	2,7%	6,5%
Ethiopia	5,7%	29,5%	34,7%	16,0%	4,0%	2,0%	8,2%
Ghana	4,8%	26,4%	38,2%	14,5%	7,0%	0,4%	8,8%
Kenya	8,0%	25,5%	33,2%	14,8%	4,5%	0,9%	13,1%
Nigeria	4,4%	25,1%	36,0%	17,8%	3,1%	1,2%	12,4%
Tanzania	7,7%	27,9%	33,6%	14,3%	5,0%	1,7%	9,8%
Uganda	7,4%	31,0%	32,4%	13,2%	5,4%	1,8%	8,8%
Other Africa	11,1%	28,3%	28,6%	14,8%	5,9%	1,4%	9,9%
Asia	8,3%	30,8%	31,5%	16,2%	5,2%	1,9%	6,2%
China including Hong Kong	8,1%	27,4%	37,8%	17,6%	4,0%	2,2%	3,0%
India	7,4%	33,6%	28,8%	15,2%	4,6%	1,9%	8,4%
Japan	6,5%	26,0%	33,2%	17,2%	8,1%	1,8%	7,4%
Malaysia	15,0%	40,7%	20,1%	12,1%	10,5%	0,0%	1,6%
Singapore	8,2%	35,9%	18,8%	9,2%	15,4%	2,0%	10,5%
South Korea	11,0%	27,7%	28,3%	21,1%	3,2%	2,1%	6,6%
Other Asia	9,0%	33,8%	29,0%	14,5%	4,3%	1,6%	7,8%
Australasia	10,7%	20,6%	21,9%	18,6%	13,1%	12,3%	2,9%
Australia	11,0%	20,6%	22,2%	17,6%	13,3%	12,3%	3,0%
New Zealand	8,3%	20,4%	20,0%	25,6%	11,6%	12,3%	1,9%
Other Australasia	39,1%	0,0%	39,1%	0,0%	21,7%	0,0%	0,0%
South America	15,1%	41,3%	24,6%	9,8%	3,6%	2,3%	3,4%
Argentina	16,5%	30,1%	29,9%	12,9%	4,0%	2,0%	4,6%
Brazil	15,3%	47,3%	23,9%	6,2%	2,3%	2,2%	2,8%
Chile	10,7%	36,7%	26,5%	18,4%	5,3%	0,6%	1,8%
Other Central & South America	14,5%	27,7%	20,4%	19,6%	8,5%	3,5%	5,8%
Europe	14,5%	28,0%	22,3%	17,6%	9,3%	6,7%	1,6%
Austria	12,6%	28,9%	30,7%	13,5%	9,0%	3,9%	1,4%
Belgium	16,7%	30,4%	20,8%	17,4%	7,4%	6,2%	1,1%
Denmark	14,4%	21,3%	18,6%	23,0%	14,0%	7,3%	1,3%
Finland	11,0%	40,3%	25,5%	12,4%	2,9%	6,4%	1,4%
France	12,5%	31,1%	18,8%	17,7%	10,0%	8,7%	1,2%
Germany	17,7%	27,0%	20,4%	19,6%	8,6%	5,0%	1,7%
Ireland	12,7%	31,5%	24,3%	14,3%	10,6%	4,3%	2,3%
Italy	11,6%	22,6%	27,8%	21,4%	8,8%	7,1%	0,8%
Netherlands	16,8%	30,3%	21,1%	16,1%	9,5%	5,2%	0,9%
Norway	22,2%	27,8%	19,8%	14,7%	6,4%	7,2%	1,8%
Portugal	9,3%	26,3%	34,2%	19,4%	6,2%	4,2%	0,3%
Russian Fed	6,4%	26,8%	31,3%	23,6%	8,7%	1,3%	1,9%
Spain	10,7%	32,6%	24,1%	17,3%	10,0%	4,4%	0,8%
Sweden	14,8%	24,1%	21,7%	15,2%	15,4%	6,3%	2,5%
Switzerland	16,0%	29,2%	25,8%	15,6%	8,7%	4,4%	0,3%
Turkey	11,2%	37,6%	27,4%	17,7%	3,6%	1,1%	1,4%
UK	13,6%	26,1%	21,9%	17,1%	9,9%	9,3%	2,2%
Other Europe	9,8%	36,2%	27,2%	15,4%	6,3%	3,1%	2,1%
Middle East	13,5%	28,6%	28,2%	16,3%	5,4%	2,0%	6,1%
UAE	8,5%	55,8%	13,7%	13,1%	3,6%	0,0%	5,4%
Other Middle East	13,8%	26,7%	29,2%	16,6%	5,5%	2,1%	6,1%
North America	14,6%	22,9%	19,9%	16,9%	12,8%	10,2%	2,7%
Canada	11,7%	25,6%	16,7%	17,4%	15,4%	10,7%	2,5%
USA	15,0%	22,4%	20,4%	16,9%	12,3%	10,1%	2,8%
Other	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%

APPENDIX

	Q3 2019				
	First timers	2 - 3 times	4 - 5 times	6 - 9 times	10 times or more
Africa	4.4%	9.0%	9.2%	11.8%	51.2%
Botswana	1.6%	4.6%	3.9%	5.6%	78.6%
Lesotho	6.9%	9.7%	5.1%	6.3%	35.0%
Malawi	8.0%	13.8%	12.6%	13.7%	41.2%
Mozambique	4.1%	12.4%	13.5%	15.0%	46.6%
Namibia	2.5%	11.3%	13.8%	16.2%	53.2%
Swaziland	0.8%	3.8%	5.1%	10.2%	78.4%
Zambia	5.6%	11.4%	11.7%	14.4%	47.4%
Zimbabwe	3.2%	9.2%	11.6%	16.1%	44.4%
Angola	22.5%	20.5%	12.4%	14.9%	29.7%
Democratic Republic of Congo	22.4%	19.6%	13.4%	14.2%	30.3%
Ethiopia	31.3%	32.6%	16.3%	9.1%	10.7%
Ghana	36.9%	26.5%	14.4%	10.2%	12.0%
Kenya	28.5%	25.8%	16.1%	12.5%	17.0%
Nigeria	37.6%	25.8%	15.2%	9.8%	11.6%
Tanzania	26.2%	23.7%	17.4%	14.5%	18.2%
Uganda	31.0%	26.1%	17.5%	12.0%	13.3%
Other Africa	41.7%	21.1%	12.9%	10.4%	13.9%
Asia	51.3%	25.8%	9.7%	6.9%	6.4%
China including Hong Kong	48.6%	20.9%	6.6%	12.6%	11.3%
India	52.1%	24.4%	11.5%	6.2%	5.8%
Japan	54.5%	24.0%	9.1%	6.2%	6.2%
Malaysia	52.5%	18.4%	12.5%	7.6%	9.0%
Singapore	50.1%	19.6%	9.9%	8.3%	12.1%
South Korea	49.0%	30.9%	8.4%	5.0%	6.8%
Other Asia	49.7%	22.3%	9.0%	10.0%	9.0%
Australasia	41.4%	23.5%	13.8%	12.3%	9.1%
Australia	41.5%	22.8%	13.8%	12.5%	9.4%
New Zealand	40.3%	27.3%	13.5%	11.3%	7.6%
Other Australasia	50.0%	0.0%	37.5%	0.0%	12.5%
South America	71.2%	15.5%	5.6%	3.4%	4.3%
Argentina	69.2%	17.7%	5.9%	3.7%	3.5%
Brazil	72.1%	14.5%	5.7%	3.3%	4.5%
Chile	68.4%	15.5%	4.9%	6.2%	5.1%
Other Central & South America	60.5%	24.1%	5.6%	3.0%	6.8%
Europe	54.6%	21.7%	9.3%	7.3%	7.2%
Austria	61.0%	22.4%	5.6%	5.0%	6.0%
Belgium	60.5%	21.1%	7.8%	5.8%	4.8%
Denmark	64.8%	19.5%	7.2%	4.3%	4.2%
Finland	64.5%	22.5%	4.7%	3.7%	4.6%
France	64.5%	21.0%	7.1%	3.9%	3.4%
Germany	58.8%	21.0%	9.0%	6.2%	5.0%
Ireland	50.0%	21.3%	11.7%	7.9%	9.1%
Italy	65.1%	19.4%	6.9%	4.3%	4.2%
Netherlands	57.3%	20.2%	8.9%	7.3%	6.4%
Norway	67.6%	18.7%	5.2%	3.7%	4.8%
Portugal	52.1%	24.5%	9.5%	7.6%	6.3%
Russian Fed	53.3%	26.8%	10.1%	5.7%	4.2%
Spain	59.4%	24.0%	7.4%	5.0%	4.1%
Sweden	62.3%	21.3%	7.3%	4.2%	5.0%
Switzerland	61.3%	19.5%	7.6%	5.7%	5.9%
Turkey	59.1%	22.8%	7.7%	5.6%	4.8%
UK	41.9%	23.2%	11.8%	11.0%	12.0%
Other Europe	58.7%	23.4%	7.2%	4.7%	6.1%
Middle East	45.7%	20.5%	11.7%	11.0%	11.0%
UAE	33.6%	17.2%	13.8%	14.8%	20.7%
Other Middle East	44.2%	16.6%	10.5%	12.1%	16.6%
North America	65.3%	18.0%	7.1%	5.1%	4.5%
Canada	65.9%	17.0%	6.5%	5.2%	5.4%
USA	65.0%	18.2%	7.2%	5.1%	4.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%

APPENDIX

	Q3 2018				
	First timers	2 - 3 times	4 - 5 times	6 - 9 times	10 times or more
Africa	5,9%	10,3%	9,7%	11,2%	59,8%
Botswana	2,2%	7,5%	6,3%	5,8%	78,0%
Lesotho	6,1%	9,5%	5,4%	7,6%	56,8%
Malawi	10,7%	20,9%	11,9%	9,1%	47,5%
Mozambique	5,3%	13,2%	13,4%	13,8%	54,2%
Namibia	2,3%	6,4%	4,7%	10,0%	76,6%
Swaziland	1,5%	3,5%	7,2%	11,8%	75,9%
Zambia	6,7%	13,5%	12,9%	10,7%	56,2%
Zimbabwe	5,2%	10,5%	11,5%	13,6%	59,2%
Angola	25,9%	17,9%	10,4%	12,7%	33,1%
Democratic Republic of Congo	21,3%	12,6%	11,9%	11,2%	43,0%
Ethiopia	31,5%	21,8%	22,4%	12,2%	12,0%
Ghana	36,9%	21,8%	19,8%	10,4%	11,1%
Kenya	25,4%	23,2%	16,6%	14,9%	20,0%
Nigeria	36,9%	20,8%	16,0%	12,9%	13,4%
Tanzania	26,7%	22,9%	16,4%	15,1%	18,9%
Uganda	33,6%	18,4%	18,4%	17,1%	12,6%
Other Africa	41,7%	21,1%	12,9%	10,4%	13,9%
Asia	48,3%	22,6%	10,7%	9,3%	9,1%
China including Hong Kong	45,1%	25,3%	9,4%	10,0%	10,3%
India	54,5%	19,3%	11,5%	8,5%	6,2%
Japan	47,8%	19,8%	13,2%	10,6%	8,7%
Malaysia	56,2%	7,8%	17,7%	6,9%	11,4%
Singapore	45,1%	21,2%	11,3%	7,2%	15,2%
South Korea	41,5%	27,3%	13,7%	6,2%	11,2%
Other Asia	49,7%	22,3%	9,0%	10,0%	9,0%
Australasia	44,4%	23,4%	12,6%	10,1%	9,5%
Australia	44,8%	22,7%	12,3%	10,6%	9,6%
New Zealand	41,7%	29,1%	14,7%	6,3%	8,2%
Other Australasia	50,0%	0,0%	37,5%	0,0%	12,5%
South America	72,5%	15,8%	5,7%	2,0%	4,1%
Argentina	76,0%	16,5%	2,2%	1,1%	4,2%
Brazil	74,1%	14,2%	6,8%	1,6%	3,2%
Chile	69,7%	12,9%	4,4%	6,7%	6,3%
Other Central & South America	60,5%	24,1%	5,6%	3,0%	6,8%
Europe	55,8%	19,8%	8,9%	7,4%	8,2%
Austria	57,0%	19,8%	7,1%	6,7%	9,3%
Belgium	65,1%	15,5%	8,6%	5,4%	5,5%
Denmark	57,9%	21,0%	9,3%	7,3%	4,6%
Finland	58,6%	24,7%	3,8%	5,9%	6,9%
France	71,4%	16,9%	4,6%	3,5%	3,5%
Germany	58,6%	20,8%	8,9%	6,0%	5,7%
Ireland	54,4%	17,5%	12,8%	5,6%	9,7%
Italy	68,0%	14,9%	6,2%	5,7%	5,2%
Netherlands	58,0%	19,2%	9,0%	7,9%	5,9%
Norway	58,8%	22,7%	4,2%	6,6%	7,7%
Portugal	53,1%	20,7%	7,8%	7,2%	11,2%
Russian Fed	57,0%	20,5%	7,9%	7,4%	7,3%
Spain	58,5%	20,9%	7,6%	7,7%	5,3%
Sweden	61,0%	17,2%	9,9%	5,1%	6,8%
Switzerland	57,5%	21,0%	8,0%	7,2%	6,3%
Turkey	55,2%	17,7%	11,5%	9,8%	5,8%
UK	42,9%	21,1%	11,3%	10,7%	14,0%
Other Europe	58,7%	23,4%	7,2%	4,7%	6,1%
Middle East	43,5%	16,4%	10,9%	11,9%	17,2%
UAE	33,2%	13,5%	17,3%	9,1%	26,8%
Other Middle East	44,2%	16,6%	10,5%	12,1%	16,6%
North America	64,2%	17,9%	6,0%	5,9%	6,0%
Canada	59,4%	17,4%	7,8%	6,6%	8,8%
USA	65,0%	18,0%	5,7%	5,8%	5,5%
Other	0,0%	0,0%	0,0%	0,0%	0,0%

APPENDIX

	Q3 2017				
	First timers	2 - 3 times	4 - 5 times	6 - 9 times	10 times or more
Africa	4,6%	10,9%	11,5%	13,8%	53,7%
Botswana	3,5%	7,0%	6,1%	8,6%	74,9%
Lesotho	5,2%	11,1%	8,3%	8,1%	42,2%
Malawi	9,0%	15,5%	15,1%	19,4%	34,4%
Mozambique	3,9%	13,0%	14,8%	11,2%	57,1%
Namibia	3,1%	17,1%	14,2%	16,3%	49,3%
Swaziland	0,8%	4,8%	4,4%	7,1%	82,9%
Zambia	6,1%	8,8%	15,9%	18,6%	42,6%
Zimbabwe	2,9%	10,8%	15,2%	23,6%	43,2%
Angola	25,8%	19,6%	11,7%	13,7%	29,3%
Democratic Republic of Congo	20,4%	18,0%	13,9%	19,4%	28,3%
Ethiopia	32,3%	29,7%	14,5%	9,5%	14,0%
Ghana	33,1%	26,3%	13,2%	13,0%	14,4%
Kenya	27,7%	24,6%	17,4%	14,3%	16,1%
Nigeria	32,1%	26,3%	16,5%	11,1%	13,9%
Tanzania	24,8%	21,8%	16,4%	19,1%	18,0%
Uganda	29,9%	22,2%	23,0%	10,7%	14,2%
Other Africa	33,3%	25,0%	15,2%	11,3%	15,2%
Asia	54,3%	26,0%	9,1%	5,5%	5,1%
China including Hong Kong	52,4%	30,3%	7,8%	4,8%	4,6%
India	54,4%	22,3%	11,3%	6,7%	5,3%
Japan	59,2%	26,2%	8,3%	2,1%	4,2%
Malaysia	59,8%	23,5%	4,2%	4,8%	7,7%
Singapore	61,3%	20,7%	5,1%	5,5%	7,4%
South Korea	51,5%	29,8%	6,7%	6,0%	5,9%
Other Asia	53,3%	24,2%	11,5%	6,3%	4,6%
Australasia	49,1%	20,0%	13,9%	9,0%	8,0%
Australia	49,5%	19,7%	13,9%	8,8%	8,0%
New Zealand	45,8%	22,1%	14,1%	10,6%	7,5%
Other Australasia	78,3%	0,0%	0,0%	0,0%	21,7%
South America	78,2%	12,2%	2,6%	3,0%	4,0%
Argentina	68,0%	21,3%	4,1%	3,3%	3,3%
Brazil	82,1%	9,6%	1,5%	2,7%	4,0%
Chile	77,2%	12,0%	4,6%	2,0%	4,2%
Other Central & South America	71,7%	14,1%	5,0%	4,7%	4,5%
Europe	57,8%	20,1%	9,7%	6,6%	5,9%
Austria	58,8%	23,5%	8,8%	4,9%	4,0%
Belgium	61,7%	19,1%	10,7%	5,1%	3,3%
Denmark	64,3%	17,6%	8,5%	4,0%	5,6%
Finland	61,9%	24,3%	4,1%	5,5%	4,2%
France	68,1%	18,0%	7,2%	3,6%	3,1%
Germany	62,0%	18,7%	10,0%	5,2%	4,2%
Ireland	52,4%	20,4%	8,6%	9,5%	9,1%
Italy	72,0%	17,6%	4,7%	3,0%	2,7%
Netherlands	60,4%	19,5%	8,6%	6,6%	4,9%
Norway	69,2%	17,6%	8,8%	2,3%	2,1%
Portugal	49,9%	22,6%	12,2%	10,2%	5,1%
Russian Fed	57,9%	19,0%	12,9%	5,2%	5,0%
Spain	61,9%	21,5%	8,2%	4,8%	3,6%
Sweden	67,4%	17,4%	4,1%	4,4%	6,8%
Switzerland	66,0%	19,0%	6,4%	5,5%	3,0%
Turkey	61,0%	23,2%	7,0%	4,5%	4,4%
UK	45,1%	22,2%	12,8%	9,9%	10,0%
Other Europe	62,7%	21,3%	6,7%	4,9%	4,3%
Middle East	42,6%	17,7%	14,8%	15,0%	9,9%
UAE	30,6%	11,4%	12,9%	22,8%	22,3%
Other Middle East	43,4%	18,2%	15,0%	14,5%	9,0%
North America	66,3%	16,1%	7,8%	5,4%	4,3%
Canada	67,1%	16,3%	6,5%	5,3%	4,8%
USA	66,2%	16,1%	8,0%	5,4%	4,3%
Other	0,0%	0,0%	0,0%	0,0%	0,0%

APPENDIX

INTERNATIONAL TOURIST ARRIVALS -PROVINCIAL DISTRIBUTION									
Q3 2019									
	Gauteng	Western Cape	Eastern Cape	Kwazulu Natal	Mpumalanga	Limpopo	North West	Northern Cape	Free State
Africa	699615	64805	11982	116899	260880	391393	159656	16883	264232
Botswana	66634	1778	812	9143	1883	28316	97605	965	2336
Lesotho	113130	6500	2920	11344	4750	3514	24015	3700	255636
Malawi	35270	2611	406	1963	981	1540	2033	37	188
Mozambique	191594	2796	594	3419	152565	5369	11720	360	2167
Namibia	13051	26211	835	1327	551	345	3231	10059	1060
Swaziland	54380	959	1223	72089	86299	2350	4554	108	1038
Zambia	36883	1282	523	2969	945	1590	1576	43	153
Zimbabwe	136869	8779	2730	9826	11568	347530	13253	1409	1058
Angola	8724	3433	169	400	117	50	152	35	62
Democratic Republic of Congo	5212	852	85	490	110	80	245	27	47
Ethiopia	1336	282	43	161	51	30	31	11	17
Ghana	3137	718	156	268	92	68	120	12	85
Kenya	5140	1025	245	529	126	92	198	15	64
Nigeria	10379	2116	413	919	184	111	348	28	106
Tanzania	4478	700	173	549	98	80	122	15	56
Uganda	2251	399	128	252	60	54	108	16	57
Other Africa	11 034	6 518	602	2 192	509	115	29	191	136
Asia	42707	28004	3508	7478	4373	1715	4822	606	1199
China including Hong Kong	654	531	96	106	68	65	170	12	37
India	13676	7294	1001	3590	1634	408	2320	175	327
Japan	3491	2618	271	580	399	169	265	57	88
Malaysia	973	1084	131	211	149	38	79	11	29
Singapore	1027	1327	109	147	229	91	110	62	36
South Korea	3037	1 956	396	770	550	439	48	319	242
Other Asia	5 045	4 659	843	2 477	445	129	86	566	77
Australasia	17 358	18 257	4 693	4 928	8 793	3 131	456	3 003	690
Australia	12569	11896	3026	3768	4518	1814	1421	369	694
New Zealand	2036	1906	522	575	645	317	215	75	137
Other Australasia	20	0	0	0	0	1	0	0	0
South America	11382	11167	2361	1806	4477	1327	1263	125	209
Argentina	1713	1805	486	358	845	169	200	24	54
Brazil	7479	7351	1459	1014	2814	924	839	66	90
Chile	644	634	137	105	254	55	78	13	14
Other Central & South America	2 973	1 667	877	250	910	140	30	198	47
Europe	117773	200197	51939	43886	59431	21340	10764	5298	6305
Austria	2142	3668	1065	813	1159	360	214	131	108
Belgium	4069	6048	1786	1848	2401	932	363	190	267
Denmark	2124	3142	826	619	1079	969	234	87	111
Finland	795	1256	272	231	330	112	75	18	30
France	14465	20439	3678	5897	9030	2690	847	421	526
Germany	23091	44438	15543	10157	14655	4531	2163	1156	1637
Ireland	2376	4083	1289	718	729	368	266	120	185
Italy	5007	8047	1621	1210	2769	1162	381	201	152
Netherlands	9939	18245	5692	5113	7034	2359	1049	619	832
Norway	1306	2652	516	370	695	305	180	70	84
Portugal	2735	2845	521	591	909	219	185	96	63
Russian Fed	1195	1207	234	251	318	108	110	49	60
Spain	3220	4471	973	693	1521	397	208	489	125
Sweden	3273	6199	1469	1030	1787	729	413	139	150
Switzerland	3739	8263	2545	1634	2244	821	387	207	211
Turkey	1402	1792	211	220	208	117	76	31	32
UK	33896	59841	12568	11500	11199	4710	3236	1112	1569
Other Europe	3 146	4 647	1 339	1 290	2 434	954	99	655	106
Middle East	6889	6552	1102	1503	1317	574	681	162	258
UAE	264	340	42	53	16	21	33	8	14
Other Middle East	5 819	5 393	1 880	2 442	2 884	703	100	656	169
North America	42450	52054	10296	12245	20899	9751	3899	1591	2129
Canada	6009	8642	1945	2354	3283	1140	605	216	298
USA	36441	43441	8351	9891	17616	8611	3294	1375	1831

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INTERNATIONAL TOURIST ARRIVALS -PROVINCIAL DISTRIBUTION									
Q3 2018									
	Gauteng	Western Cape	Eastern Cape	Kwazulu Natal	Mpumalanga	Limpopo	North West	Northern Cape	Free State
Africa	717 219	74 923	12 511	127 937	270 900	484 876	21 275	140 168	288 957
Botswana	74 963	2 399	1 544	17 019	3 196	39 353	13 144	86 598	1 241
Lesotho	119 199	7 797	4 310	10 028	5 117	75	4 059	26 744	283 553
Malawi	49 703	5 882	310	2 118	81	1 646	144	947	73
Mozambique	188 135	2 425	286	1 771	164 732	5 209	1 052	6 933	623
Namibia	12 368	26 148	741	1 046	409	553	297	1 955	323
Swaziland	63 119	2 597	1 202	75 585	91 545	1 129	617	4 068	1 165
Zambia	40 120	960	359	2 015	116	1 432	10	64	685
Zimbabwe	109 969	9 449	1 558	10 625	3 811	434 895	1 675	11 034	422
Angola	10 007	3 684	408	685	116	0	10	66	174
Democratic Republic of Congo	8 135	1 194	92	1 288	580	0	60	394	0
Ethiopia	1 793	305	0	178	35	30	0	0	35
Ghana	4 058	946	131	406	135	0	41	269	203
Kenya	5 632	556	332	443	112	54	34	224	107
Nigeria	11 165	2 808	381	1 968	258	218	67	440	58
Tanzania	4 892	763	148	337	43	43	21	139	0
Uganda	2 927	493	108	233	105	125	15	102	159
Other Africa	11 034	6 518	602	2 192	509	115	29	191	136
Asia	45 196	31 147	5 442	10 220	5 762	2 250	826	5 439	1 968
China including Hong Kong	16 688	12 265	2 707	3 080	2 143	1 140	324	2 134	827
India	13 388	6 321	859	2 479	1 297	255	273	1 798	439
Japan	3 912	3 237	388	1 165	778	198	44	287	223
Malaysia	1 149	931	149	149	188	89	15	99	60
Singapore	1 976	1 777	100	100	361	0	36	236	100
South Korea	3 037	1 956	396	770	550	439	48	319	242
Other Asia	5 045	4 659	843	2 477	445	129	86	566	77
Australasia	17 358	18 257	4 693	4 928	8 793	3 131	456	3 003	690
Australia	15 515	16 172	4 407	4 427	7 857	2 681	385	2 534	647
New Zealand	1 823	2 086	286	500	936	449	71	468	43
Other Australasia	20	0	0	0	0	1	0	0	0
South America	17 809	16 452	3 976	1 531	7 264	1 912	283	1 867	47
Argentina	2 841	2 559	438	246	1 214	193	47	307	0
Brazil	10 811	11 377	2 473	901	4 629	1 536	207	1 362	0
Chile	1 183	849	188	135	511	43	0	0	0
Other Central & South America	2 973	1 667	877	250	910	140	30	198	47
Europe	116 259	182 130	57 117	53 108	88 306	26 952	1 766	11 637	8 294
Austria	2 476	2 350	770	620	1 183	582	40	262	156
Belgium	5 291	7 150	2 471	4 800	6 381	2 141	94	621	358
Denmark	1 286	2 368	541	593	794	796	32	209	98
Finland	250	781	27	169	382	287	0	0	68
France	14 425	21 545	6 029	9 645	13 903	3 373	144	948	1 283
Germany	20 402	35 022	14 022	9 843	16 702	4 696	387	2 551	1 492
Ireland	2 154	3 288	1 008	627	761	251	38	253	126
Italy	8 369	14 340	4 150	2 068	7 667	1 965	102	675	289
Netherlands	12 100	20 481	8 715	8 912	12 230	3 529	170	1 117	1 654
Norway	778	1 625	418	312	714	172	9	62	81
Portugal	1 879	2 739	915	523	1 006	368	34	226	37
Russian Fed	1 897	1 540	479	492	757	111	35	229	102
Spain	4 914	8 408	1 771	1 467	4 651	1 116	52	340	289
Sweden	1 375	2 931	875	409	954	648	19	125	57
Switzerland	3 006	5 657	2 265	1 311	2 596	631	50	331	165
Turkey	1 126	1 925	272	84	484	304	19	128	60
UK	31 385	45 333	11 049	9 943	14 706	5 028	441	2 905	1 872
Other Europe	3 146	4 647	1 339	1 290	2 434	954	99	655	106
Middle East	6 759	6 062	1 957	2 603	3 072	828	126	831	169
UAE	940	669	76	161	188	125	26	174	0
Other Middle East	5 819	5 393	1 880	2 442	2 884	703	100	656	169
North America	52 975	56 433	11 403	14 906	29 251	13 933	1 049	6 912	3 516
Canada	6 472	7 340	1 523	2 902	3 025	1 311	116	766	384
USA	46 503	49 094	9 880	12 004	26 226	12 622	933	6 146	3 132

APPENDIX

	Q3 2019								
	Hotels	Guest House	B&B	Self-catering	Game Lodge	Backpacker	Camping	Friends family	Air B&B
AFRICA	845 769	372 982	92 690	636 249	77 181	324 473	57 816	13 030 076	30 019
Botswana	68 501	40 549	9 264	15 371	10 101	8 161	2 155	403 360	909
Lesotho	61 423	35 215	14 263	38 617	5 312	56 223	31 187	4 463 873	14 449
Malawi	73 706	12 891	1 666	15 635	1 826	16 687	524	318 082	446
Mozambique	68 731	44 687	10 826	134 207	10 394	36 820	7 303	3 652 737	295
Namibia	41 022	37 407	10 414	38 964	5 773	20 509	3 938	241 520	2 331
Swaziland	40 826	18 946	5 283	40 801	13 839	21 683	11 896	1 451 413	0
Zambia	106 250	14 088	3 937	19 688	2 335	21 547	1 707	124 403	1 770
Zimbabwe	171 796	90 801	20 304	171 312	19 140	89 757	21 724	1 925 218	3 510
Angola	26 226	19 843	2 314	42 660	855	7 620	426	77 396	2 539
Democratic Republic of Congo	14 810	5 979	793	21 033	581	14 116	234	94 862	322
Ethiopia	5 502	1 920	1 019	6 358	383	3 703	109	10 526	333
Ghana	14 617	3 971	1 155	9 231	985	5 382		24 677	1 217
Kenya	23 661	5 321	2 339	17 043	1 551	11 907	5 176	25 045	4 431
Nigeria	47 880	12 401	2 639	30 590	1 311	18 550		80 858	2 197
Tanzania	16 076	5 234	1 251	13 995	441	11 047		29 602	821
Uganda	9 896	3 760	894	6 209	610	9 172		19 994	602
Other Africa	54 841	19 070	1 472	101 735	2 181	18 742	312	193 009	6 914
ASIA	293 309	101 080	20 124	175 310	21 674	31 490	3 764	386 501	19 075
China including Hong Kong	89 478	20 552	5 594	26 620	8 011	7 567	1 738	115 081	5 801
India	120 926	55 621	5 430	106 798	5 825	15 932	672	110 109	8 345
Japan	23 722	7 211	1 403	4 503	2 239	2 953	585	21 402	842
Malaysia	7 622	2 041	953	4 592	840	927	492	13 499	1 915
Singapore	8 619	1 764	739	1 623	1 586	3 388	630	8 939	2 146
South Korea	11 609	4 058	526	7 848	1 438	3 400	881	26 658	1 081
Other Asia	32 742	5 903	8 255	16 978	2 813	793	37	117 589	3 350
AUSTRALASIA	80 419	22 257	11 320	21 346	38 557	14 891	6 572	207 682	16 212
Australia	70 054	18 793	9 617	17 976	33 592	12 785	5 556	171 387	13 403
New Zealand	10 311	3 463	1 703	3 590	4 964	2 230	1 113	36 250	2 846
Other Australasia	54	1	0		1			45	54
CENTRAL & SOUTH AMERICA	87 823	24 549	5 784	32 301	17 889	28 860	1 968	57 782	18 158
Argentina	14 046	2 836	604	1 914	3 095	4 974	658	8 801	2 695
Brazil	56 840	16 630	4 765	25 772	10 664	18 514	974	30 695	13 224
Chile	5 002	621	364	1 731	995	2 691	167	3 960	546
Other Central & South America	11 935	4 462	51	2 884	3 135	2 681	169	14 326	1 693
EUROPE	1 081 344	533 030	248 969	454 164	445 528	359 997	89 368	1 230 987	254 456
Austria	21 133	11 481	5 141	7 520	8 059	7 865	1 625	18 166	3 113
Belgium	37 386	23 325	10 261	13 551	16 654	13 577	3 217	29 835	11 065
Denmark	18 395	8 870	4 021	9 455	15 145	7 422	1 524	16 124	2 549
Finland	8 140	3 474	1 748	4 428	3 044	2 076	524	5 398	1 267
France	117 676	53 647	21 053	47 482	54 080	39 382	9 408	78 114	38 708
Germany	227 898	154 986	70 870	111 407	103 597	113 390	25 540	205 377	57 229
Ireland	22 676	9 814	2 881	7 666	7 853	5 988	1 682	42 317	5 310
Italy	49 349	19 242	12 221	16 246	22 409	9 282	4 062	30 906	7 599
Netherlands	91 601	56 789	26 482	54 725	52 031	47 353	10 132	92 950	31 912
Norway	12 856	6 744	2 785	9 717	5 763	7 468	903	12 805	5 207
Portugal	20 843	4 842	2 543	9 891	5 875	3 255	838	22 748	4 390
Russian Fed	10 533	3 205	1 125	3 986	2 321	1 344	785	8 570	2 710
Spain	30 363	14 180	4 891	12 106	10 605	7 885	2 614	19 677	5 917
Sweden	37 600	14 072	8 911	16 407	12 830	9 478	2 701	28 657	5 651
Switzerland	43 753	21 521	10 893	14 260	18 423	15 738	4 888	33 817	8 595
Turkey	10 951	5 235	2 263	5 806	2 355	2 989	564	9 861	968
UK	289 448	106 341	55 204	105 911	95 627	63 638	18 382	553 866	59 447
Other Europe	30 743	15 262	5 676	3 600	8 857	1 000	867	21 799	2 819
MIDDLE EAST	44 328	15 411	6 560	18 468	9 123	10 836	1 450	101 718	5 716
UAE	1 252	775	192	1 424	271	51	24	4 042	138
Other Middle East	43 076	14 636	6 368	17 044	8 852	10 785	1 426	97 676	5 578
NORTH AMERICA	333 132	102 472	52 470	135 708	167 510	72 088	29 775	324 156	67 501
Canada	50 142	22 076	8 792	14 126	23 007	14 071	4 687	54 566	13 711
USA	282 990	80 396	43 678	121 582	144 503	58 017	25 088	269 590	53 790

APPENDIX

	Q3 2018								
	Hotels	Guest House	B&B	Self-catering	Game Lodge	Backpacker	Camping	Friends family	Air B&B
AFRICA	954 751	399 855	111 495	688 060	110 911	191 636	14 015	14 664 734	21 876
Botswana	70 362	35 499	2 930	4 027	15 399	1 236	4 279	444 795	201
Lesotho	102 331	88 302	36 420		6 468	28 439	3 075	4 885 082	230
Malawi	102 732	11 854	2 873	1 908	1 680	8 544		470 842	659
Mozambique	52 102	34 388	27 094	195 978	3 920	1 020	1 004	4 516 737	192
Namibia	41 030	11 667	10 372	20 038	961	15 038	174	197 451	2 376
Swaziland	79 845	25 036	3 129		19 031			1 687 953	
Zambia	106 372	20 727	6 975	7 875	1 178	17 840		115 835	306
Zimbabwe	176 630	74 199	9 915	165 221	53 534	48 545	4 958	1 690 195	1 778
Angola	28 235	10 528	280	73 455	462	1 603		54 342	8 106
Democratic Republic of Congo	15 854	18 344	826	33 120	427	16 954	213	172 133	
Ethiopia	5 069	1 436	3 369	915	58			12 143	
Ghana	17 947	4 411	1 381	5 863	345			30 944	664
Kenya	26 500	4 149	2 022	23 973	3 753	748		18 727	
Nigeria	52 589	27 670	888	26 937	1 128	17 565		101 425	452
Tanzania	15 140	6 477	340	3 024	248	7 394		48 616	
Uganda	7 171	6 099	1 207	23 991	138	7 969		24 506	
Other Africa	54 841	19 070	1 472	101 735	2 181	18 742	312	193 009	6 914
ASIA	310 214	141 403	17 582	138 991	36 027	15 654	2 411	540 480	31 376
China including Hong Kong	117 996	39 908	4 600	28 924	21 775	5 200	902	191 502	4 782
India	90 348	62 124	3 241	82 034	4 970	6 997		85 185	20 393
Japan	34 333	25 256		7 620	3 073	1 514	1 347	64 086	785
Malaysia	13 856	2 109	1 360	1 118	362	288		7 366	805
Singapore	11 918	2 609			1 507	862		4 334	965
South Korea	9 022	3 495	126	2 317	1 528		126	70 419	296
Other Asia	32 742	5 903	8 255	16 978	2 813	793	37	117 589	3 350
AUSTRALASIA	112 102	25 947	7 275	29 536	71 050	16 318	7 113	207 683	17 620
Australia	100 619	25 128	6 786	23 703	63 301	15 621	6 827	182 256	16 634
New Zealand	11 343	819	489	5 834	7 742	696	286	25 427	986
Other Australasia	139				7				
CENTRAL & SOUTH AMERICA	126 414	37 185	10 745	37 981	35 318	35 059	1 804	59 299	12 166
Argentina	15 960	5 441	247	1 669	2 697	4 939	618	11 186	1 944
Brazil	80 607	28 329	10 289	36 024	24 079	26 567	1 055	23 744	8 569
Chile	9 008	1 055		288	1 696	2 821		2 005	694
Other Central & South America	20 838	2 359	209		6 846	732	131	22 364	959
EUROPE	950 978	595 812	142 370	407 235	661 607	403 256	106 422	1 143 738	313 906
Austria	12 457	8 021	3 342	1 259	8 431	6 714	2 060	11 223	6 538
Belgium	40 890	33 226	7 815	3 293	40 051	9 586	7 722	32 459	15 754
Denmark	12 042	5 825	3 115	346	11 524	5 538	1 401	5 835	4 545
Finland	3 426	2 205	168		3 714	3 928	298	3 452	983
France	94 339	80 453	15 825	58 757	72 816	101 964	17 570	82 485	69 212
Germany	164 670	117 412	40 514	77 193	121 098	122 846	34 974	177 529	55 154
Ireland	18 885	2 973	1 164	559	9 674	2 040	311	33 515	6 481
Italy	78 514	27 466	6 752	11 146	54 037	7 811	3 948	20 488	6 609
Netherlands	115 514	102 923	23 403	85 608	103 978	39 250	9 182	96 297	55 375
Norway	8 177	4 527	300	1 518	4 742	4 396	673	6 685	2 751
Portugal	13 909	5 988	2 462	21 941	10 183	2 344	397	20 091	6 258
Russian Fed	17 135	4 026	620	3 499	4 717	3 356	433	23 480	303
Spain	79 968	19 463	2 823	10 815	34 683	4 245	7 896	49 675	9 787
Sweden	13 168	6 151	2 511	10 625	7 678	1 811	953	20 548	3 282
Switzerland	22 038	15 586	2 925	5 006	21 781	27 911	2 014	26 571	9 836
Turkey	7 945	7 439	646	406	5 499	3 464	980	22 114	1 629
UK	217 584	118 594	24 887	107 681	126 342	52 700	12 560	491 321	54 952
Other Europe	30 317	33 535	3 099	7 583	20 660	3 353	3 052	19 967	4 456
MIDDLE EAST	43 672	22 725	2 855	14 840	20 070	4 389	1 356	143 943	7 501
UAE	2 140	1 224	242	1 260	982			17 428	27
Other Middle East	41 532	21 501	2 613	13 581	19 088	4 389	1 356	126 516	7 475
NORTH AMERICA	360 861	122 258	44 606	165 741	251 764	67 544	53 089	404 352	81 322
Canada	41 414	29 281	2 423	20 962	16 511	11 989	6 910	71 765	9 656
USA	319 447	92 977	42 182	144 779	235 254	55 555	46 179	332 587	71 666

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	Q3 2017							
	Hotels	Guest House	BB	Self-catering	Game Lodge	Backpacker	Camping	Friends family
AFRICA	796 296	374 886	103 292	898 065	55 392	680 342	57 442	15 881 861
Botswana	62 179	29 287	15 477	26 449	13 497	3 616	2 189	604 075
Lesotho	24 711	58 712	3 783		2 474	148 116	28 585	5 713 866
Malawi	97 472	10 711		30 902	414	716		371 918
Mozambique	67 820	38 804		175 085	3 515	11 665	4 584	4 118 591
Namibia	35 998	39 472	16 555	20 214	1 866	72 713	3 480	305 021
Swaziland	56 139	29 592	311	7 420	5 614	46 564		1 621 900
Zambia	140 971	16 768	7 929	36 083	2 169	18 689		111 122
Zimbabwe	105 848	52 542	48 245	477 796	18 409	203 391	18 371	2 551 586
Angola	19 858	15 151	1 916	4 808	142	11 808		98 418
Democratic Republic of Congo	21 765	4 019		10 946	808	1 431		119 147
Ethiopia	8 586	3 812	485	3 331		6 495		13 933
Ghana	13 742	4 678	288	6 753		750		19 062
Kenya	20 742	2 736	228	43 087		29 223	205	42 517
Nigeria	44 171	18 021	425	20 164	1 134	39 254		62 100
Tanzania	17 863	6 901	90		203	7 577		30 723
Uganda	15 970	11 648	1 213	1 691		8 451		13 558
Other Africa	42 461	32 034	6 348	33 337	5 147	69 884	29	84 324
ASIA	345 145	101 748	50 665	147 704	48 215	55 479	9 158	440 127
China including Hong Kong	108 942	26 131	7 680	32 148	19 621	8 064	3 211	195 955
India	140 164	51 683	8 654	77 572	11 933	16 029	1 432	120 114
Japan	33 335	5 717	2 758	679	2 248	738	158	13 922
Malaysia	9 146	834	3 058	574	3 370	1 408	574	7 656
Singapore	9 631	1 982	1 472		3 356			6 692
South Korea	14 919	2 886	275	1 730	4 151	1 271	1 409	41 010
Other Asia	29 008	12 515	26 767	35 001	3 537	27 970	2 374	54 780
AUSTRALASIA	103 707	21 936	17 379	35 596	68 424	16 524	5 596	188 848
Australia	91 127	16 715	14 244	34 659	59 734	13 157	5 343	160 035
New Zealand	12 581	5 221	3 135	937	8 690	3 367	253	28 602
Other Australasia								211
CENTRAL & SOUTH AMERICA	88 118	31 529	264	19 991	28 817	51 412	5 153	75 614
Argentina	9 914	10 911		655	5 589	9 409	318	4 206
Brazil	60 631	10 179		18 165	11 015	38 843	4 297	45 831
Chile	5 056	1 513	264	1 166	1 422	1 070	280	9 019
Other Central & South America	12 517	8 926		6	10 791	2 090	259	16 558
EUROPE	945 248	566 112	279 229	602 396	604 351	398 737	112 491	969 415
Austria	19 630	10 239	2 812	1 177	7 560	15 998	1 710	7 569
Belgium	36 898	18 600	12 018	29 835	17 981	15 989	2 339	38 107
Denmark	10 793	9 342	3 953	1 440	11 476	2 475	289	8 891
Finland	4 438	1 745	2 485		1 337	42		2 557
France	102 706	79 094	26 371	108 880	98 567	33 713	11 917	64 190
Germany	185 853	117 492	65 102	109 464	111 605	83 118	34 452	119 088
Ireland	21 266	3 814	4 031	17 231	8 113	14 158	1 856	42 028
Italy	60 870	33 571	26 280	13 270	46 805	21 128	6 358	48 302
Netherlands	101 233	79 607	39 350	115 164	82 674	69 596	23 893	104 823
Norway	4 980	4 134	2 472	5 275	6 181	6 251	834	4 755
Portugal	17 639	8 133	3 988	9 092	8 602	2 352	864	8 747
Russian Fed	8 627	6 744	2 658	256	4 312	782		4 608
Spain	52 511	14 572	11 375	56 996	18 855	20 003	2 134	24 188
Sweden	10 627	5 476	4 066	8 113	8 563	4 455	1 002	18 135
Switzerland	21 139	22 812	12 209	13 821	15 630	17 437	8 484	14 131
Turkey	7 725	4 244	1 337	4 186	4 203	598	60	11 991
UK	252 422	116 674	53 861	97 709	138 211	83 937	14 356	403 632
Other Europe	25 890	29 821	4 861	10 488	13 675	6 703	1 945	43 672
MIDDLE EAST	60 292	6 428	8 159	34 229	18 148	26 314	1 821	177 599
UAE	1 744	400	542	11 643				16 101
Other Middle East	58 547	6 028	7 617	22 585	18 148	26 314	1 821	161 498
NORTH AMERICA	384 190	197 134	77 873	141 757	259 780	91 632	40 646	294 061
Canada	51 313	19 078	9 053	12 649	24 202	12 479	1 334	33 845
USA	332 877	178 056	68 820	129 108	235 578	79 153	39 311	260 216

Spend distribution

A large number of responses fall below the mean, with several large outliers. Analysing the data confirmed that the responses were valid as the low spenders were mainly from SADC and only stayed for one or two nights. The higher spenders from SADC bought items such as houses and motor cars. As expected, people who stay longer spend more.

Furthermore, spend is seasonal and varies from month to month. Therefore, outliers also vary from one month to the next. The rules for normalising data must be consistent and take these seasonal variations into account.

Survey methodology

We have used imputation methods since the beginning of 2006. For most of the questions in the departure survey the item non-response rate is zero. The total spend in South Africa has an item non-response rate of 0.8%, justifying the use of face-to-face interviews rather than self-completion.

Two main reports are released based on this survey: SA Tourism's quarterly and annual tourism reports. These reports are available on our website: www.southafrica.net/research.

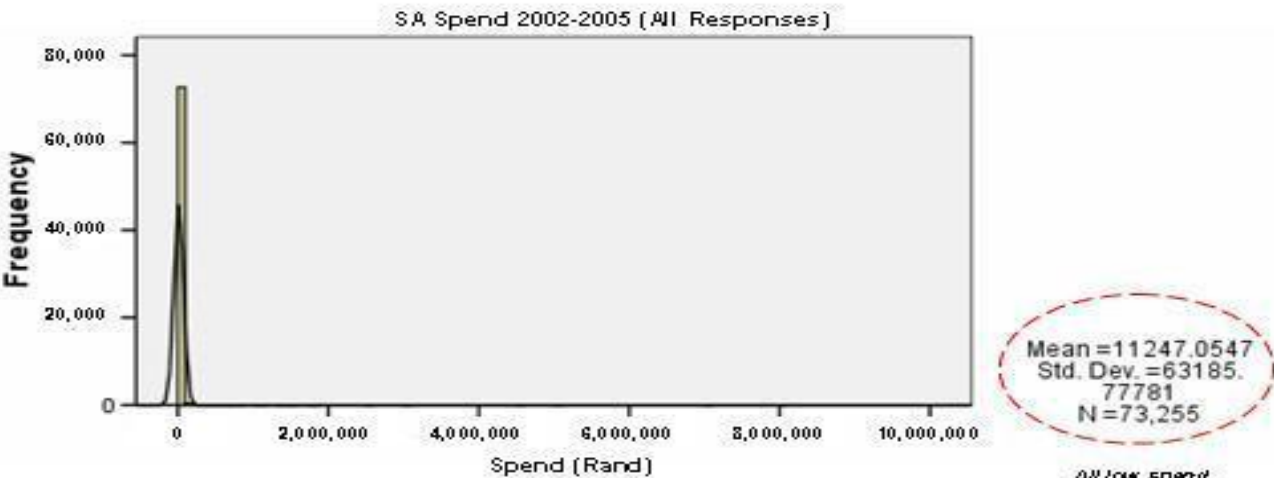
For more details on the methodology used in the survey, please consult our website. SA Tourism's departure survey is weighted using data published by StatsSA. Incorrect data will directly affect the data SA Tourism releases.

Normalising departure survey spend data

SA Tourism reviewed its performance over the past four years. In those four years, we have grown the survey of air arrivals from a summer and winter survey to a monthly survey at two airports and started surveying land arrivals at the 10 busiest land border posts every month. The review provided an opportunity to measure what our marketing has achieved in the past four years and review the departure survey methodology using trend data.

Of particular concern to us was the spend data, which we have been cleaning every quarter. Analysis of spend data showed that the distribution of spend closely resembles an exponential curve rather than a normal curve, which we have been using in our cleaning rules.

SA Spend distribution is much closer to an exponential curve than a normal curve; the majority of responses are below the mean with a few very high outliers



Note: Each bar represents a spend of R50 000
Source: 2002 - 2005 SAT Departure Survey, Model for Analysis
Calculating the value of the mean for 2 million of data - 2005 August 2006

Convert the log values back to spend values using the following formula:

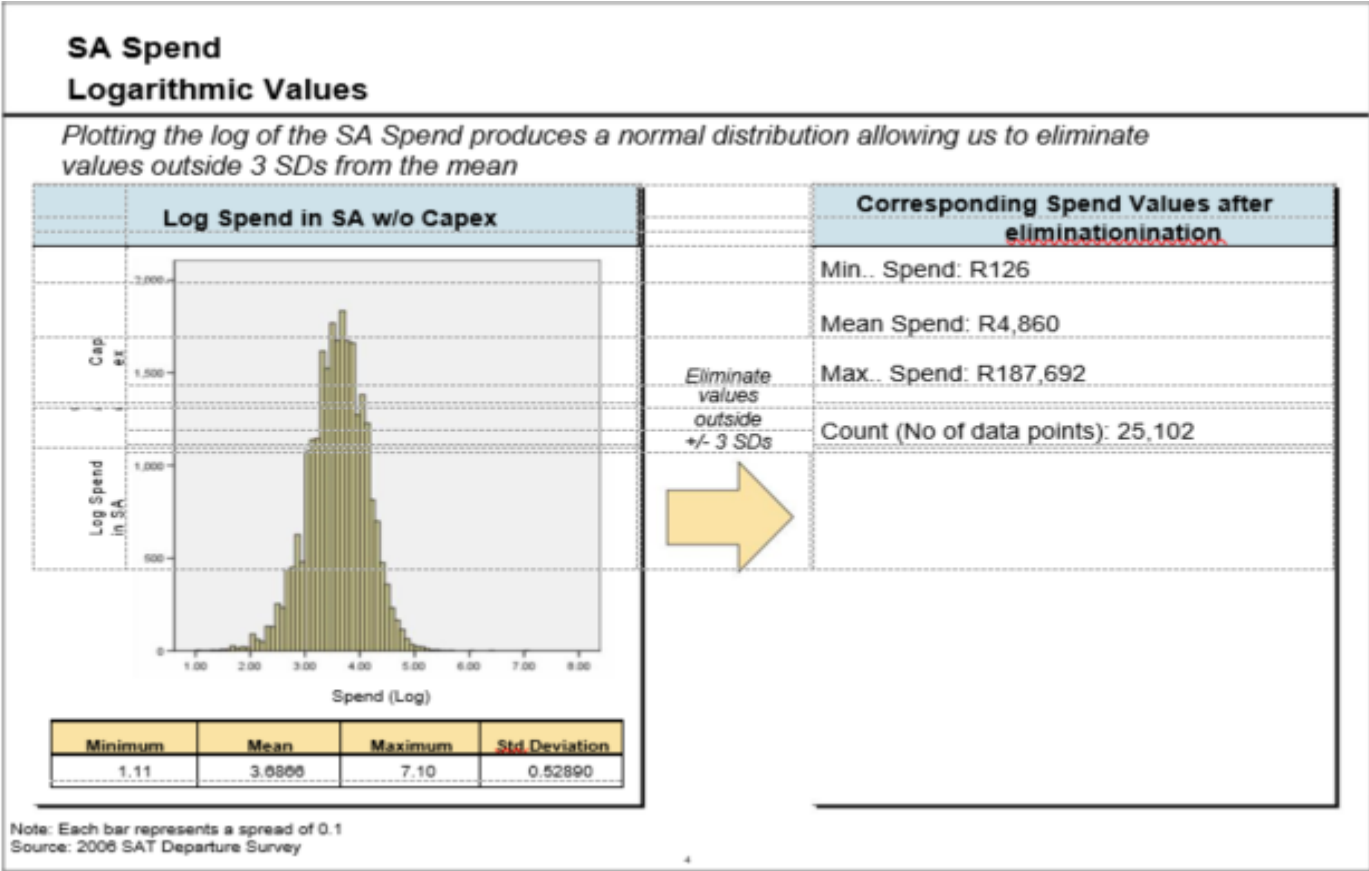
Exclude all variables that fall outside the cut-off values.
The normalisation process leads to the following results for 2006:

$$\text{Log_Low_cut_off} = \text{Mean} - 3 \times \text{Stdev}$$
$$\text{Log_Upper_cut_off} = \text{Mean} + 3 \times \text{Stdev}$$

$$\text{Lower-cut-off Value} = 10^{(\text{Log_Low_cut_off})}$$
$$\text{Upper-cut-off Value} = 10^{(\text{Log_Upper_cut_off})}$$

Based on this information, SA Tourism has revised the methodology for normalising spend data.
We now normalise the spend data by eliminating 3 standard deviations from the logarithmic mean.

- $y = \log_{10}(x)$
- (1) Compute log of spend variable using the formula above.
 - (2) Calculate the mean of the result obtained in (1) above.
 - (3) Determine the cut-off criteria using the following formula:



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