



Inspiring new ways

TOURISM PERFORMANCE REPORT

OCTOBER-
DECEMBER 2020





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 there 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 fourth quarter of 2020 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

→ UNWTO World Tourism Barometer

→ SA Tourism's domestic tourism survey

→ South African Government portal

→ Businessstech

→ Moneyweb

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.

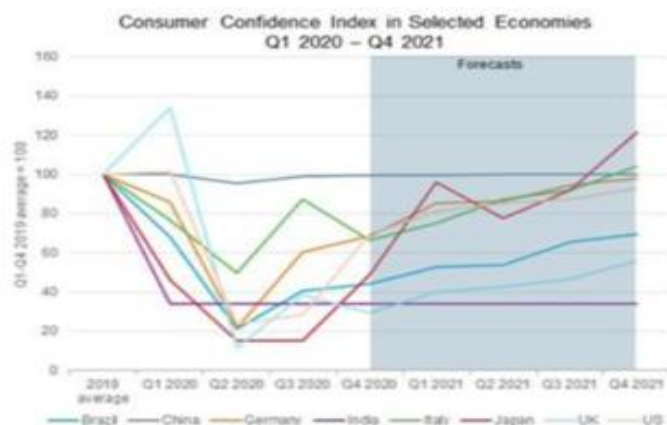
A person with dark hair, wearing a light grey short-sleeved button-down shirt, mustard-colored cargo pants, and red and black sneakers, stands on the edge of a dark, jagged rock formation. They are seen from behind, looking out over a vast, deep valley filled with dense green forest. In the distance, more steep, rocky mountain peaks rise above the trees under a bright, slightly hazy sky. A black shoulder bag is slung over the person's right shoulder. On the left side of the image, there is a dark, semi-transparent rectangular box containing the text 'TOURISM OUTLOOK' in white, bold, sans-serif capital letters.

TOURISM OUTLOOK

GLOBAL TOURISM PERFORMANCE

- Globally, new variant Covid-19 cases were at a record high in quarter four (Q4) of 2020. The United Nations World Tourism Organisation (UNTWO) reported that international arrivals had the largest decrease of -83%, -88% and -85% for October, November and December, respectively. There was a loss of approximately 850 million to 1.1 billion international tourists, mainly due to Covid-19 restrictions. The global tourism industry has lost US\$ 910 billion to US\$ 1.2 trillion in export revenues. Furthermore, 100 to 120 million jobs were at risk.
- International passenger traffic experienced a decline in October, with international RPKs (Revenue Passenger Kilometres) down 87.8% year-on-year (yoy), unchanged from September (a fall of 88.0%).
- The **Asia** and **Pacific** regions were highly restricted as they recorded the largest decrease in tourists' arrivals in Q4 of 2020, followed by the **Middle East and Africa** both recording a 75% decline.
- Tourists' arrivals in **Europe** dropped to approximately 91.4%. This region suffered the biggest drop in absolute terms, with over 500 million fewer international tourists than usual.
- Despite such huge deteriorations, there was a general improvement of 90% or more prominent reductions than earlier months, as positive growth began to return to the global travel industry during the summer period. Europe recorded a 70% lessening in arrivals and brief restoration in the mid year of 2020.
- The Americas saw a 69% lessening in global arrivals, following better outcomes in the last quarter of the year.
- The proportion of closed destinations dropped by 18% toward the beginning of November (expressed in terms of their share of international tourists). The actual number declined from 156 in April to 59 toward the beginning of November (out of 217).

CONSUMER CONFIDENCE



33 out of the 48 economies that have been measured by Euromonitor recovery index saw improvement in consumer sentiment in Q4 2020 when compared to Q3 of the same year. Sentiment still remains below the historical average in most countries, due to uncertainty in job prospects, anxiety and concern about personal finances.

GLOBAL TOURISM PERFORMANCE



International tourist arrivals

Region	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Africa	0	1	-39	-91	-90	-91	-88	-87	-85	-81	-80	-75	-69
North Africa	2	9	-65	-99	-100	-99	-92	-92	-90	-87	-87	-79	-78
Subsaharan Africa	0	-3	-26	-87	-85	-85	-83	-82	-82	-78	-76	-73	-63
Americas	0	3	-50	-94	-93	-92	-88	-87	-82	-79	-77	-74	-69
Caribbean	-5	-2	-58	-99	-98	-93	-80	-81	-76	-74	-76	-68	-66
Central America	-3	7	-55	-97	-99	-99	-99	-99	-98	-94	-86	-83	-73
North America	3	4	-45	-91	-90	-90	-87	-86	-79	-76	-72	-70	-68
South America	-5	3	-59	-99	-99	-99	-98	-98	-97	-94	-92	-88	-72
Asia and the Pacific	-6	-52	-82	-99	-99	-98	-98	-97	-96	-96	-95	-95	-84
North-East Asia	-19	-80	-94	-99	-99	-98	-97	-96	-94	-93	-93	-93	-88
Oceania	6	-20	-60	-99	-99	-99	-99	-99	-98	-98	-99	-99	-79
South Asia	6	-4	-70	-99	-99	-98	-98	-97	-95	-95	-97	-94	-77
South-East Asia	7	-36	-73	-98	-98	-98	-98	-98	-98	-98	-98	-98	-82
Europe	4	2	-61	-97	-95	-88	-70	-65	-69	-77	-85	-86	-70
Central/Eastern Europe	-3	-6	-42	-97	-96	-90	-73	-72	-74	-80	-82	-82	-70
Northern Europe	5	4	-57	-97	-96	-93	-83	-79	-82	-84	-91	-94	-75
Southern/Medit. Europe	8	3	-69	-97	-96	-89	-72	-65	-69	-73	-82	-80	-71
Western Europe	5	5	-67	-97	-93	-81	-58	-56	-60	-78	-90	-92	-65
Middle East	8	3	-68	-99	-99	-98	-96	-94	-89	-87	-86	-85	-75
Middle East	8	3	-68	-99	-99	-98	-96	-94	-89	-87	-86	-85	-75
World	0	-15	-65	-97	-96	-91	-79	-76	-77	-82	-87	-86	-73

- Despite such huge deteriorations, there was a general improvement of 90% or more prominent reductions than earlier months, as positive growth began to return to the global travel industry during the summer period. Europe recorded in the region of -70% in arrivals and brief restoration in the mid year of 2020.
- The Americas saw a decline of 69% in global arrivals (year to date), following better outcomes in the last quarter of the 2020 year.
- The proportion of closed destinations dropped by 18% toward the beginning of November (expressed in terms of their share of international tourists). The actual number declined from 156 in April to 59 toward the beginning of November (out of 217). Wavela, we are not sure what you are saying here? What is the source?

GLOBAL TOURISM PERFORMANCE

International seat Capacity

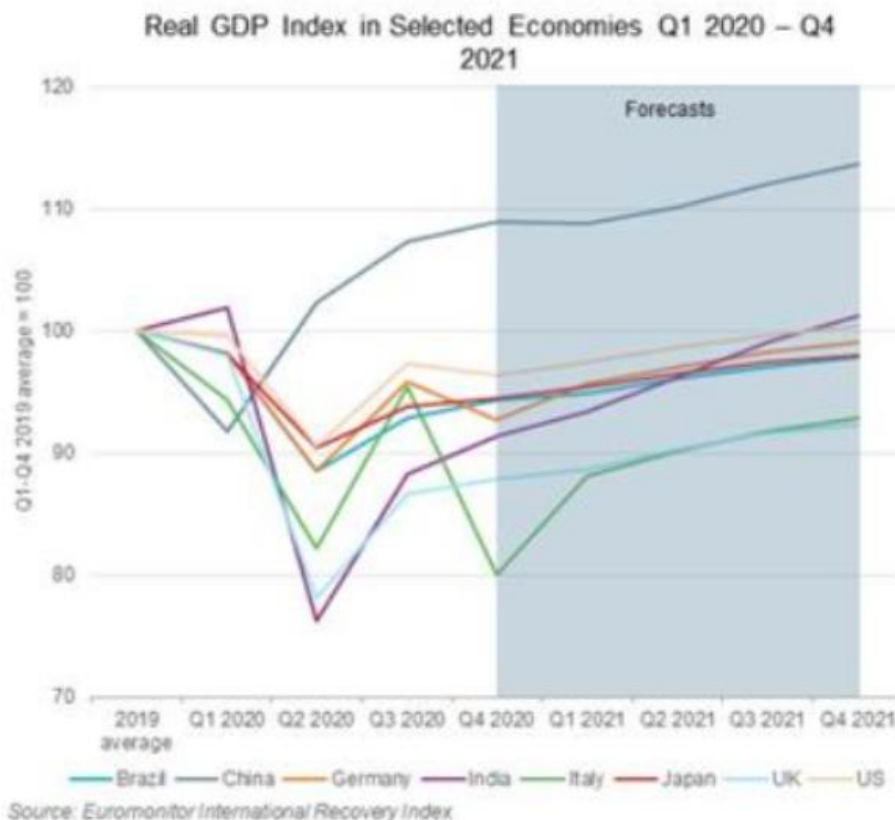
Region	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Africa	21	26	-27	-94	-94	-90	-78	-70	-68	-62	-60	-55	-57
Americas	7	9	-25	-88	-89	-84	-77	-74	-71	-64	-56	-50	-56
Asia and the Pacific	8	-20	-60	-88	-88	-86	-85	-84	-82	-81	-79	-78	-69
Europe	5	8	-39	-95	-95	-90	-69	-56	-62	-67	-73	-70	-62
Middle East	4	6	-48	-91	-91	-86	-80	-78	-72	-67	-63	-62	-61
World	7	0	-43	-92	-92	-88	-75	-68	-69	-70	-70	-68	-63



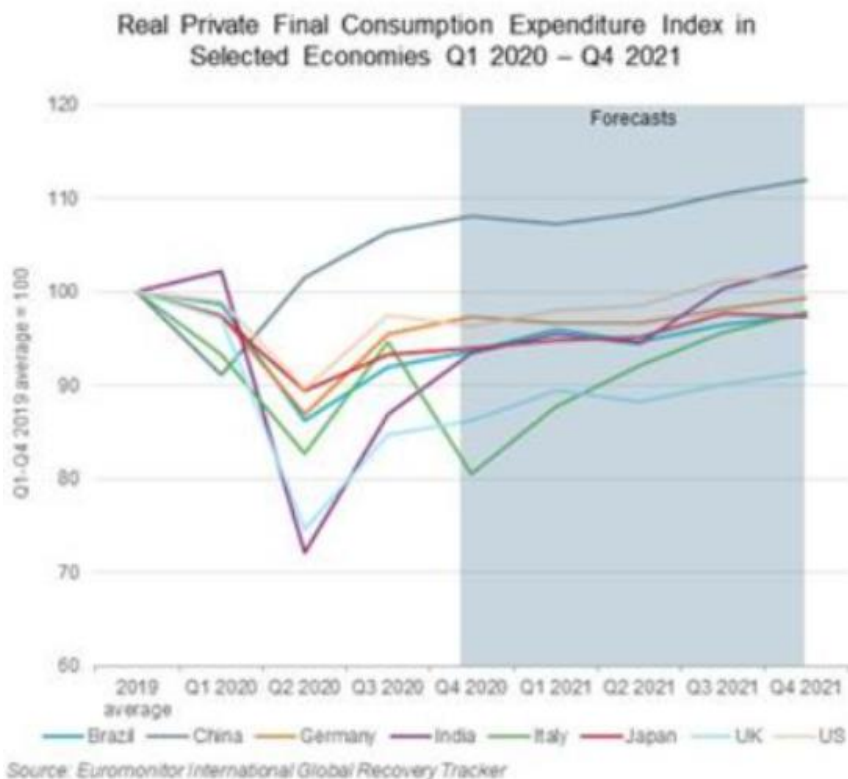
- According to the UNTWO, international seat capacity declined by approximately 70% in the last quarter of 2020; the performance in the last quarter was an improvement when compared with April and May of 2020.
- The region that performed the worst with regard to seat capacity in the last quarter was Asia and the Pacific, where there were reductions around the 80% mark.



GLOBAL ECONOMY



According to Euromonitor, all the major economies' GDP in Q4 2020 have not recovered to pre-pandemic levels. China and Taiwan are the only two exceptions as per Euromonitor recovery index. The reason for China's real GDP recovery after its lockdown in Q1 was due to industrial production and exports. Taiwan on the other hand did well in keeping the virus under control which helped increase the island's economic activity.



Consumer spend for major countries saw increase in Q4 2020 compared to the previous quarter (Q3) although these figures have not yet rebounded to pre-pandemic levels.



INTERNATIONAL TOURISM PERFORMANCE - SA

• OCTOBER–DECEMBER 2020



INTERNATIONAL TOURIST ARRIVALS

0.4 million

-86.0%



TOTAL FOREIGN DIRECT SPEND

2.9 billion

-86.5%



LENGTH OF STAY

12.0 nights

+2.3%



TOTAL BED NIGHTS

4.4 million

-85.2%



PROVINCIAL DISTRIBUTION

15.1%

-7.7
basis point

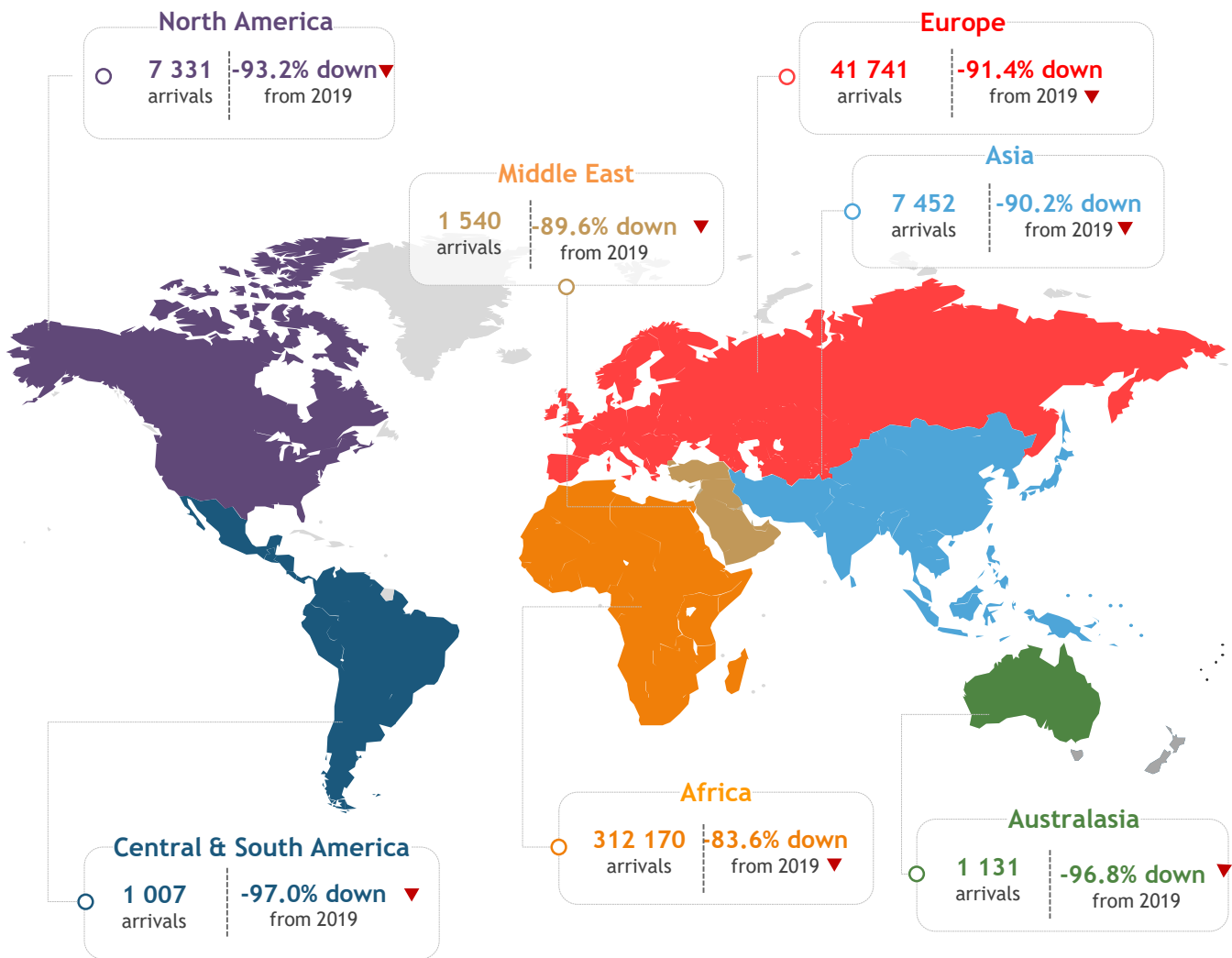
- South Africa re-opened its borders for travel in October 2020. A total of 0.4 million international tourist arrivals were recorded and an estimated R2.9 billion was injected into the South African economy. The international arrivals grew gradually from the month of October with December being the most busy number almost doubling the number of arrivals received in November.
- The tourist that visited the country during this period stayed longer than usual and there was a disproportionate increase in travel (market share) for Business shopping, Medical and business travel.



INTERNATIONAL TOURIST ARRIVALS

0.4 million

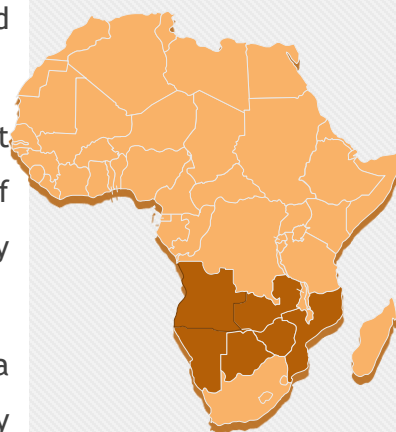
-86.0%



INTERNATIONAL TOURISM PERFORMANCE

AFRICA

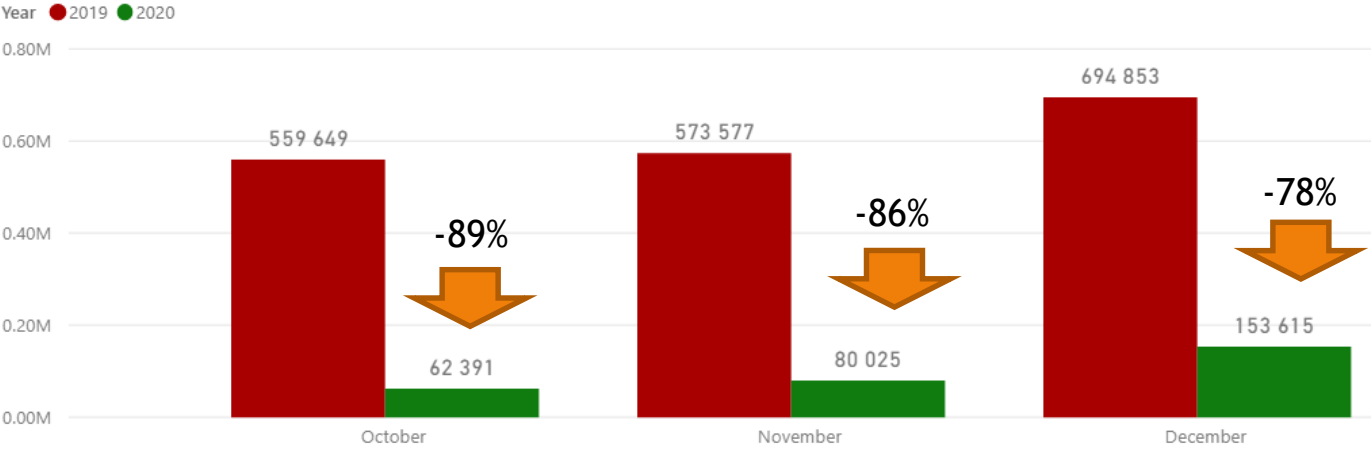
- The African continent has seen the least number of cases and deaths pertaining to COVID19, despite that all countries imposed some protocol regarding travel. The number of tourists' arrivals from this region to South Africa amounted to 312 170 which revealed a decrease of -83.6% compared to the same quarter of the previous year.
- Tourists who came from Africa visited predominately for the following reasons: visiting family and friends (27.8%) and followed trading (shopping business) (24.1%). Tourists from this region visited least for the reasons of medical (4.4%) and religion (0.7%).
- The total foreign direct spend for this region was R1.9 billion as it experienced a -77.2% negative growth from the same quarter of 2019. The average spend per each African traveller increased by +35.6% to R6 100 in this quarter.
- The total bed nights for the African tourists to South Africa decreased by -80.7% to 3.5 million with the average length of stay per each African traveller increased by +16.8% to 11.2 nights in this quarter.
- **Travel from the Africa land markets** fell by -84.9% to a total of 234 229. The markets that drove the negative growth were Botswana (-93.7%), Eswatini (-92.1%), Lesotho (-90.4%), Zimbabwe (-81.9%) and Malawi(-81.0%) compared to the same quarter in 2019. Botswana was one of the last countries to allow travel and as the results we started noticing meaningful travel on the month of December.
- **Africa air markets** (total tourist arrivals) dropped by -80.0% to reach 16 139 tourist arrivals in Q4 of 2020 compared to the same quarter in 2019. The markets that drove the negative growth were Angola (-86.7%), Uganda (-86.1%), Kenya (-84.7%), The decrease in the Africa air markets was influenced by a shortage of flights to South Africa, which is limiting the potential of this market.



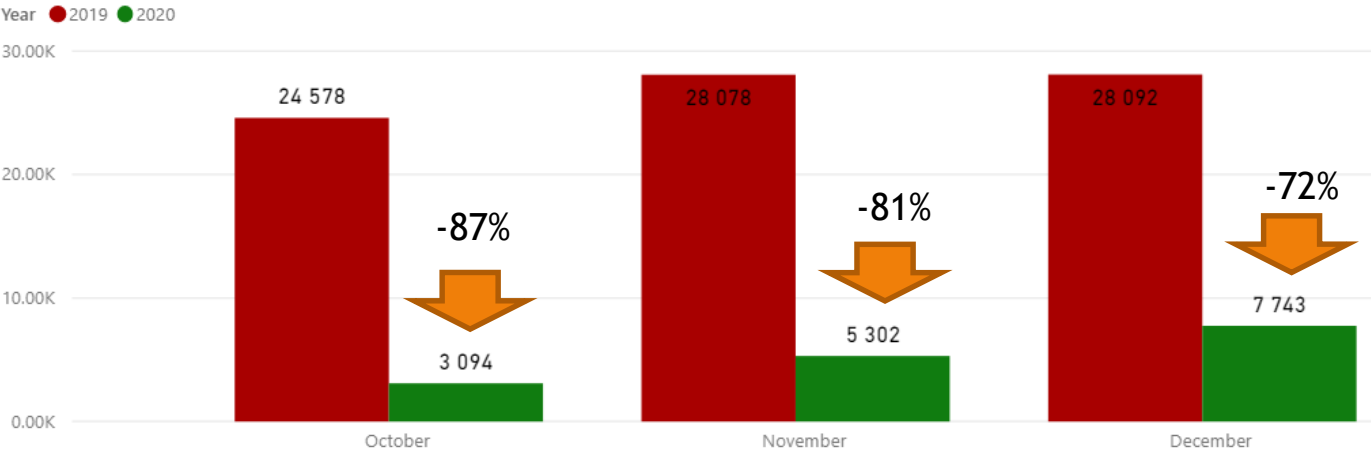
INTERNATIONAL TOURISM PERFORMANCE



Africa Land



Africa Air



- The number of tourists’ arrivals from Africa to South Africa amounted to 312 170 which revealed a decrease of -83.6% compared to the same quarter of the previous year. Arrivals in the quarter improved from October to December and this bodes well for recovery efforts.

INTERNATIONAL TOURISM PERFORMANCE

EUROPE

South Africa was still listed as high risk country to travel to by most European countries and travel was prohibited, with a few permissible exemptions. International tourists from this region to South Africa declined by -91.4% to 41 471 in this period compared to the arrivals of the same quarter of 2019

- The negative growth in this region is mostly influenced by negative growth from Norway (-94.7%), Denmark (-93.7%), Sweden (-93.5%), Finland (-93.4%), Germany (-93.3%), Netherlands (-93.1%), France (-92.6%), Spain (-92.6%), Italy (-92.2%), Austria (-91.4%) and the United Kingdom (-90.5%) compared to the same quarter in 2019.
- Compared to other overseas regions, Europe recorded the highest numbers of tourists. Tourists who came from Europe visited predominately for the following reasons: holiday (50.2%), followed by visiting family and friends (17.7%) and MICE (17.3%). Tourists from this region visited least for the reasons of religion (0.2%) and shopping for personal items (0.1%). There were no tourists who came for the purpose of trading (shopping business).
- The decline in the total number of arrivals from Europe to South Africa was further influenced by the new variants of SARS-CoV-2, which appeared to be more transmissible than the existing one. South Africa was identified as a high-risk country among a number of other European countries.
- The total foreign direct spend for this region was R752.4 million as it experienced a -91.7% negative growth from the same quarter of 2019. The average spend per each European traveller to South Africa decreased by -7.2% to R19 300 in this quarter.



INTERNATIONAL TOURISM PERFORMANCE

ASIA

The Asia Pacific continent was the epicentre of the Covid-19 outbreak and markets in the region were highly restricted for tourist outbound travel. According to UNWTO, Asia Pacific remained the region with the highest levels of border closures. International tourists from this region to South Africa declined by -90.2% to 7 452 in this period compared to the arrivals of the same quarter of 2019. Given that Covid-19 was first identified in China, the recorded numbers for the international travellers from this region were lower in this quarter compared to the same quarter in 2019. The negative growth in this region is mostly influenced by negative growth from Singapore (-98.0%), Malaysia (-96.2%), Japan (-96.2%), China including Hong Kong (-95.2%), South Korea (-93.4%) and India (-92.2%) compared to the same quarter in 2019.

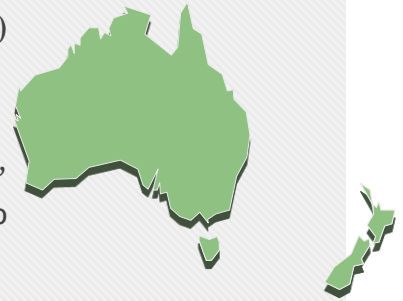
- China including Hong Kong, as the epicentre of the pandemic, recorded less than a tenth of its usual volume of travellers to South Africa: -95.2% to 1 077 in Q4 of 2020 as compared to Q4 of the previous year.
- Tourists who came from Asia visited predominately for the following reasons: MICE (35.4%), followed by holiday (25.6%). Tourists from this region visited least for the reasons of medical (0.1%). There were no tourists who came for the purpose of shopping for personal items, trading (shopping business) and religion.
- The total foreign direct spend for this region was R84.5 million as it experienced a -92.5% negative growth from the same quarter of 2019. The average spend per each Asian traveller to South Africa decreased by -9.8% to R15 700 in this quarter.
- The total bed nights for the Asian tourists to South Africa decreased by -92.9% to 96.5 thousand in Q4 of 2020 compared to the same quarter of 2019. The average length of stay per each Asian traveller decreased by -17.3% to 17.3 nights in this quarter.



INTERNATIONAL TOURISM PERFORMANCE

AUSTRALASIA

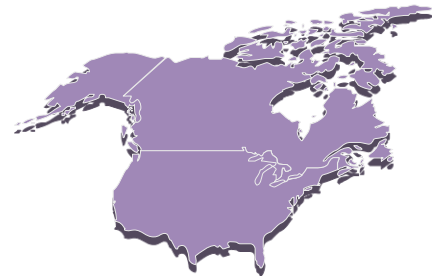
- International tourists from Australasia to South Africa declined by -96.8% to 1 131 in Q4 of 2020 compared to the arrivals of the same quarter in 2019. The negative growth in this region is mostly influenced by negative growth from Other Australasia (-98.9%), Australia (-97.0%) and New Zealand (-95.6%) compared to the same quarter in 2019.
- Tourists who came from Australasia visited predominately for the following reasons: visiting family and friends (42.2%), followed by holiday (35.8%). Tourists from this region visited least for the reasons of shopping for personal items (0.8%) and religion (0.6%). There were no tourists who came for the purpose of trading (shopping business) and medical.
- Australia, which is the biggest source market of this region, experienced a decline of -97.0% to 882 in this quarter as compared to the same quarter of the previous year.
- The total foreign direct spend for this region was R19.7 million as it experienced a -97.0% negative growth from the same quarter of 2019. The average spend per each Australasian traveller to South Africa decreased by -8.3% to R18 700 in this quarter.
- The total bed nights for the Australasian tourists to South Africa decreased by -96.4% to 17.7 thousand in Q4 of 2020 compared to the same quarter of 2019. The average length of stay per each Australasian traveller increased by +8.3% to 16.7 nights in this quarter.



INTERNATIONAL TOURISM PERFORMANCE

NORTH AMERICA

- The United States and Canada remained closed to international travel, extending the closure to December 2020 due to the pandemic. Despite International tourists coming to South Africa from North America saw a -93.2% decline to 7 331 in Q4 of 2020 compared to the same period in 2019. The number tourist from this region showed the fastest recovery rate as they have been on the rise since border re-opening
- North America's tourism and leisure industry saw a drop of -35.6% in overall deal activity during Q4 of 2020, when compared to the fourth-quarter average, according to Global Data's deals database.
- North American countries that were listed as high-risk countries and that were not allowed to enter South Africa were: Canada, USA and Mexico.
- Tourists who came from North America visited predominately for the following reasons: holiday (50.8%), followed by visiting family and friends (17.4%). Tourists from this region visited least for the reasons of religion (0.8%) and medical (0.2%). There were no tourists who came for the purpose of shopping for personal items and shopping for business.
- The total foreign direct spend for this region was R137.4 million as it experienced a -92.9% negative growth from the same quarter of 2019. The average spend per each North American traveller to South Africa increased by +4.6% to R20 300 in this quarter.
- The total bed nights for the North American tourists to South Africa decreased by -93.1% to 123.4 thousand in Q4 of 2020 compared to the same quarter of 2019. The average length of stay per each North American traveller decreased by -1.8% to 17.9 nights in this quarter.



INTERNATIONAL TOURISM PERFORMANCE

SOUTH AND CENTRAL AMERICA

- International tourists coming to South Africa from Latin America saw a -97.0% decline to 1 007 in Q4 compared to the same period in 2019.
- The negative growth in this region is mostly influenced by negative growth from Brazil (-97.8%), Chile (-96.6%), Argentina (-95.9%) and Other South & Central America (-94.3%) compared to the same quarter in 2019.
- As a mitigatory role, the national government made a list of countries depicting the risk of the Covid-19 virus and high-risk countries were not allowed into South Africa.
- Latin American countries that were listed on the high-risk countries and were not allowed to enter South Africa were: Argentina, Brazil and Chile.
- Tourists who came from South and Central America visited predominately for the following reasons: holiday (46.4%), followed by MICE (24.1%). Tourists from this region visited least for the reasons of visiting family and friends (8.5%) and business travel (7.6%). There were no tourists who came for the purpose of shopping for personal items, trading (shopping business), medical and religion.
- The total foreign direct spend for this region was R10.9 million as it experienced a -97.2% negative growth from the same quarter of 2019. The average spend per each South and Central American traveller to South Africa decreased by -24.4% to R15 200 in this quarter.
- The total bed nights for the South and Central American tourists to South Africa decreased by -96.8% to 10.9 thousand in quarter 4 of 2020 compared to the same quarter of 2019. The average length of stay per each South and Central American traveller decreased by -13.1% to 15.2 nights in this quarter.



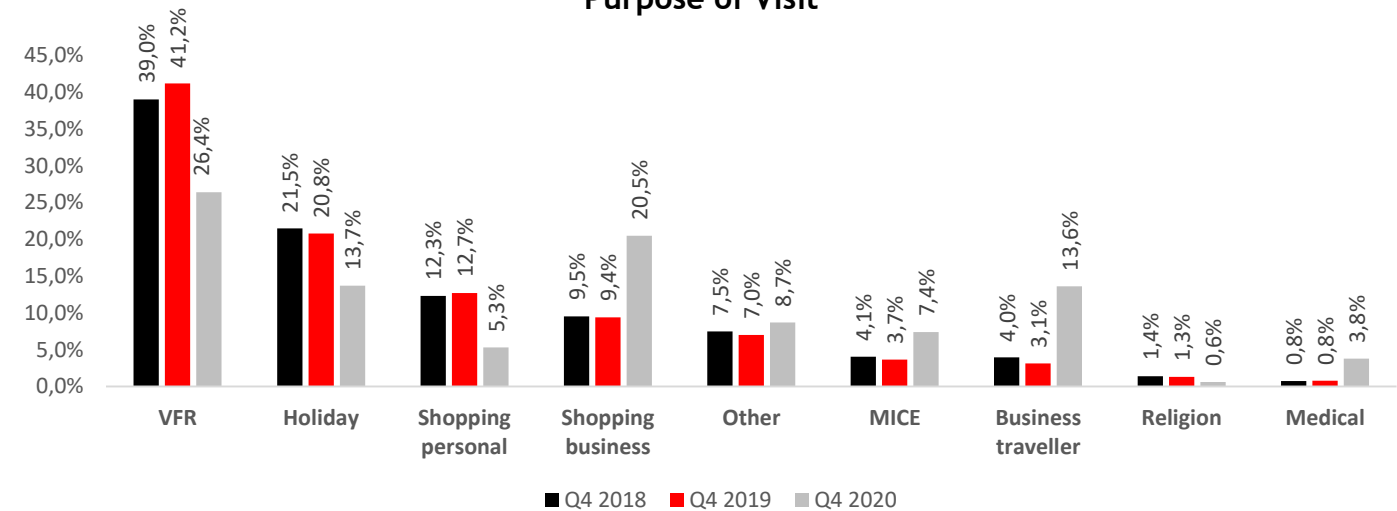


INTERNATIONAL TOURIST ARRIVALS

- Purpose of visit
- Repeat rate

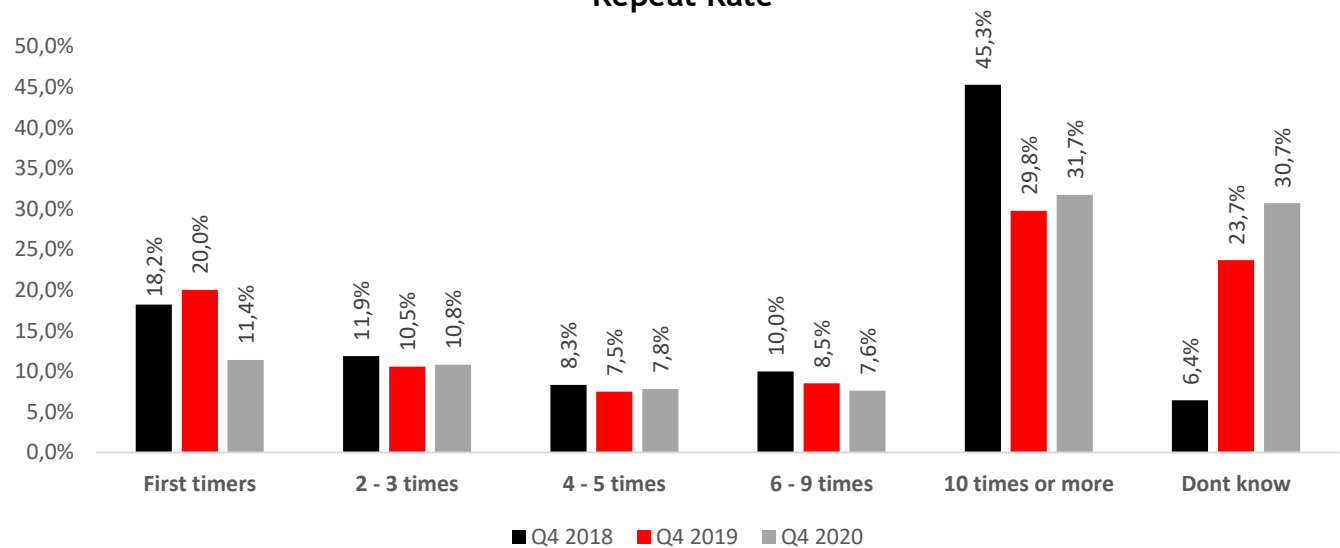
The main reason for international tourists visiting South Africa was to visit friends and relatives (VFR) as has been the case in previous years. The number of tourists for VFR in this quarter decreased to -26.4% compared to the same quarter of the previous year; holiday (-13.7%), personal shopping (-5.3%) and religion (-0.6%) also declined although holiday was already on a downward trajectory from 2018. The overall decline in international tourist arrivals was driven by the pandemic. There was an increase in shopping business (+11.1%), business traveller (+10.5%), MICE (+3.7%) and medical (+3.0%).

Purpose of Visit



Repeat visitors in the last quarter of 2020 who visited ten times or more outnumber the rest of tourist arrivals in the quarter. The key focus for SA Tourism’s marketing strategy is to ensure that the share of first-time travel to South Africa increases and this was not achieved in this quarter with a -8.6% decrease in first-time visitors compared to the last quarter in 2019. There was a slight increase in repeat visitors who visited 2-3 times (+0.3%) and 4-5 times (+0.3%).

Repeat Rate

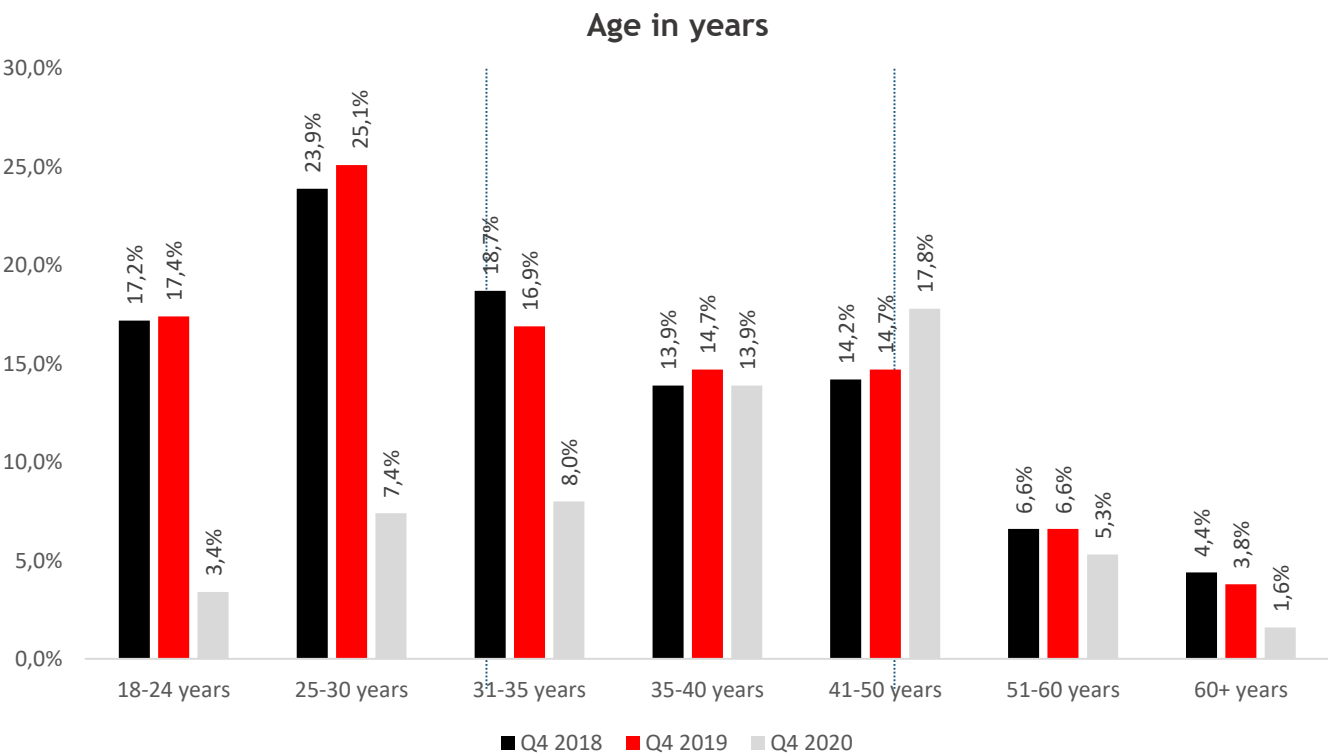




INTERNATIONAL TOURIST ARRIVALS

- Age breakdown

Most of the international tourists that visited South Africa in this quarter of 2020 were 41-50 years old (Generation X) and accounted for 17.8%. The lowest number of international tourists travelling in this quarter of 2020 were 60+ years old (1.6%). There was a decrease of -1.3% of tourists between the ages of 51 and 60 years (Baby Boomers). Generation X are profoundly influenced by communication, technology and social media to inform travel destinations and activities upon arrival. Travellers between the ages of 25 and 30 years dropped in this quarter by -17.7% and travellers between the ages of 18 and 24 dropped in this quarter by -14.0% compared to the same quarter of 2019 (Millennials); and travellers between the ages of 35 and 40 years had a slight decrease of -0.8% (Generation X).



Millennials



Generation X



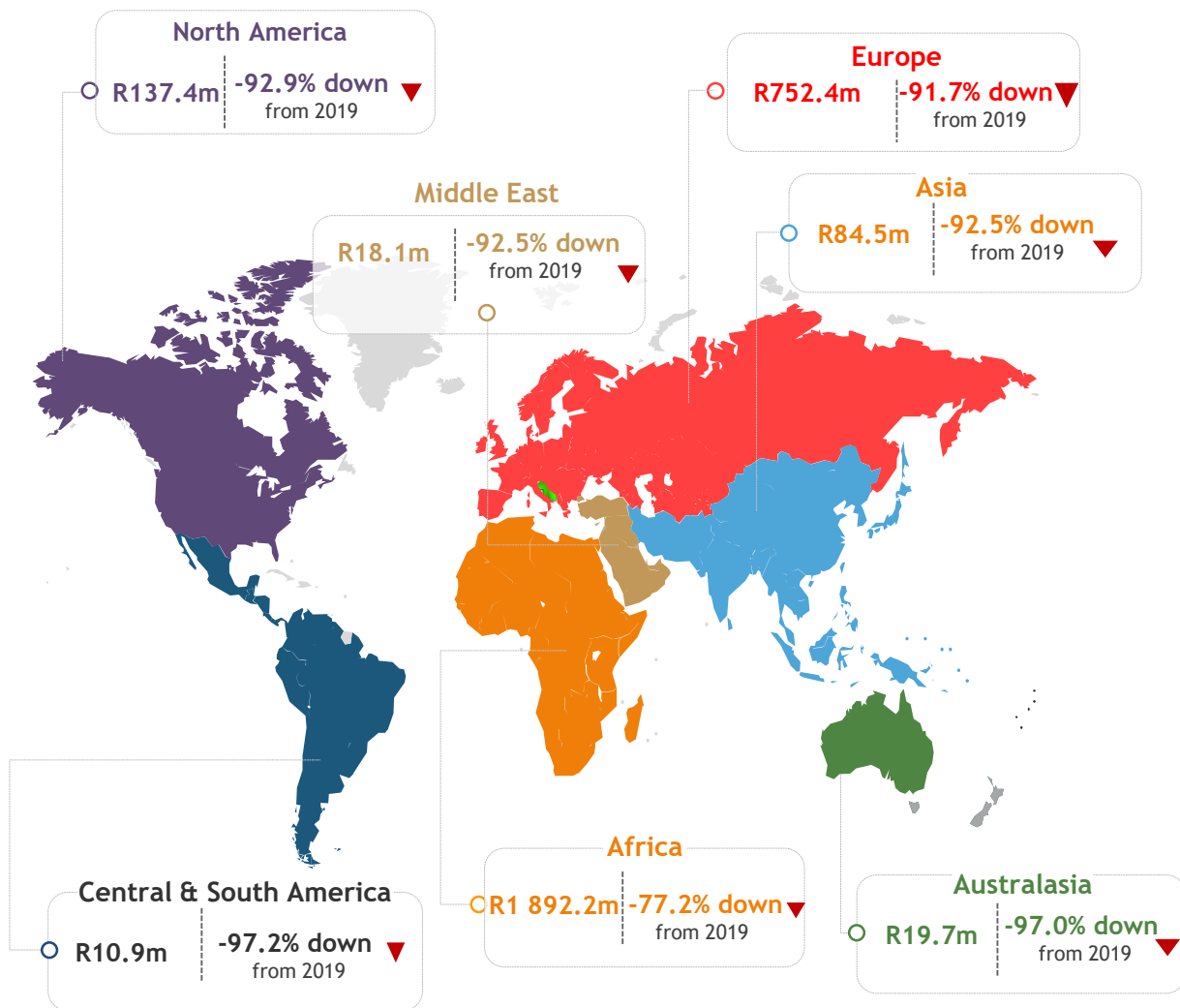
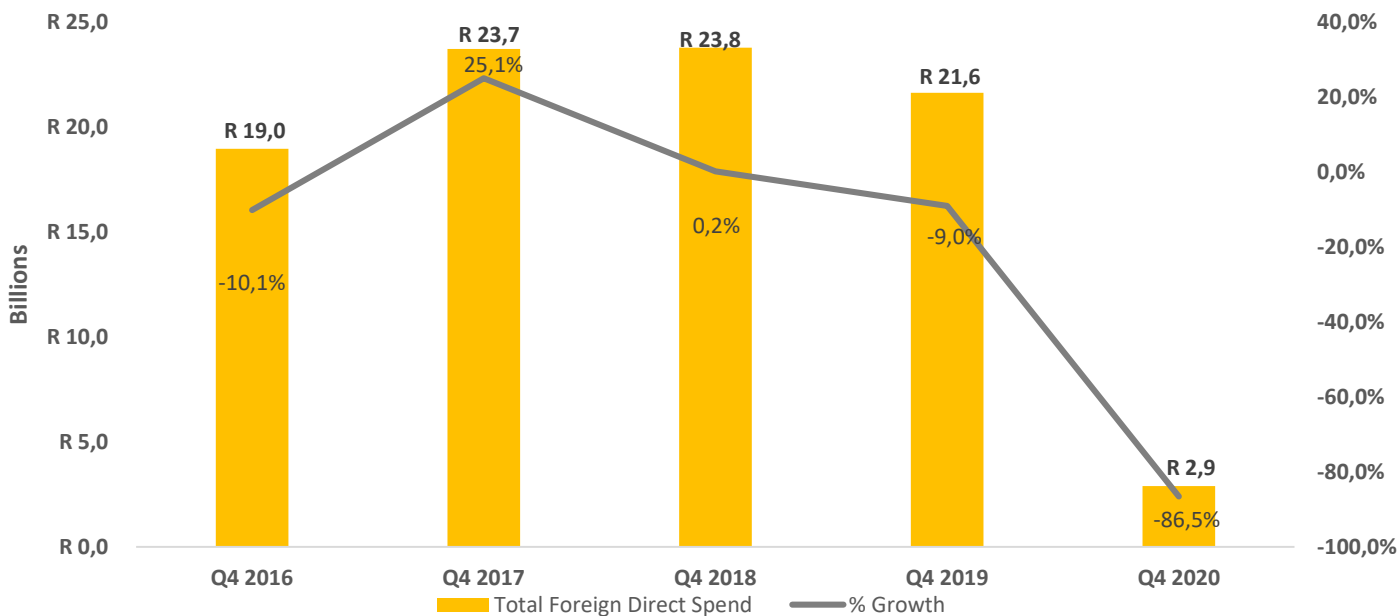
Baby Boomers



TOTAL FOREIGN DIRECT SPEND

R2.9 billion

-86.5%



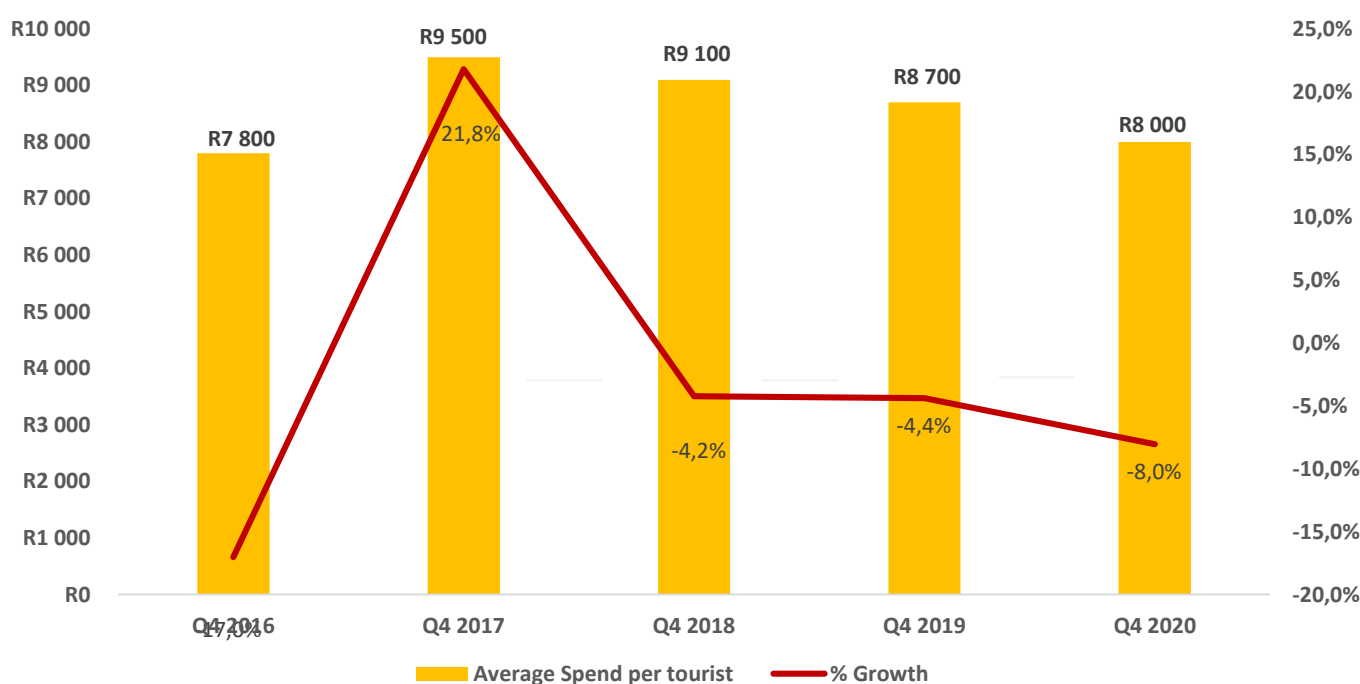


AVERAGE SPEND PER INTERNATIONAL TOURIST

R8 000

-8.0%

The average amount spent by tourists in South Africa was R8 000. This has decreased by -8.0% compared to the same quarter in 2019. Average spend of tourists from Africa and North America increased by +35.6% and +4.6%, respectively. This is a significant increase compared to the previous years. The average spend decreased in all other regions except for Africa and North America. North American tourists are the biggest spenders with an average spend of R20 300, whilst the lowest spenders on average are African tourists with an average spend of R6 100 per tourist. The biggest decreases in spend include the Middle East (-34.0%), followed by South America (-24.4%), Asia (-9.8%), Australasia (-8.3%) and Europe (-7.2%).



	Q4 2016	Q4 2017	Q4 2018	Q4 2019	Q4 2020	% Growth
Africa	R4 700	R4 800	R5 000	R4 500	R6 100	35.6%
Asia	R12 500	R20 600	R18 200	R17 400	R15 700	-9.8%
Australasia	R16 900	R20 100	R22 200	R20 400	R18 700	-8.3%
South America	R16 000	R16 900	R20 400	R20 100	R15 200	-24.4%
Europe	R16 200	R22 800	R20 500	R20 800	R19 300	-7.2%
Middle East	R19 400	R26 600	R24 300	R19 400	R12 800	-34.0%
North America	R18 200	R24 800	R22 600	R19 400	R20 300	4.6%



SPEND BY CATEGORY

R21.6 billion

The amount of money spent by international tourists on leisure reported the highest decline by -91.6% in Q4 of 2020 compared to the last quarter of 2019; this was followed by transport (-90.7%), food (-89.0%), accommodation (-88.8%), shopping (-84.5%), reselling (-84.1%) and medical costs (-58.2%). As in previous quarters, shopping (0.9 billion) recorded a higher spend than any other category.

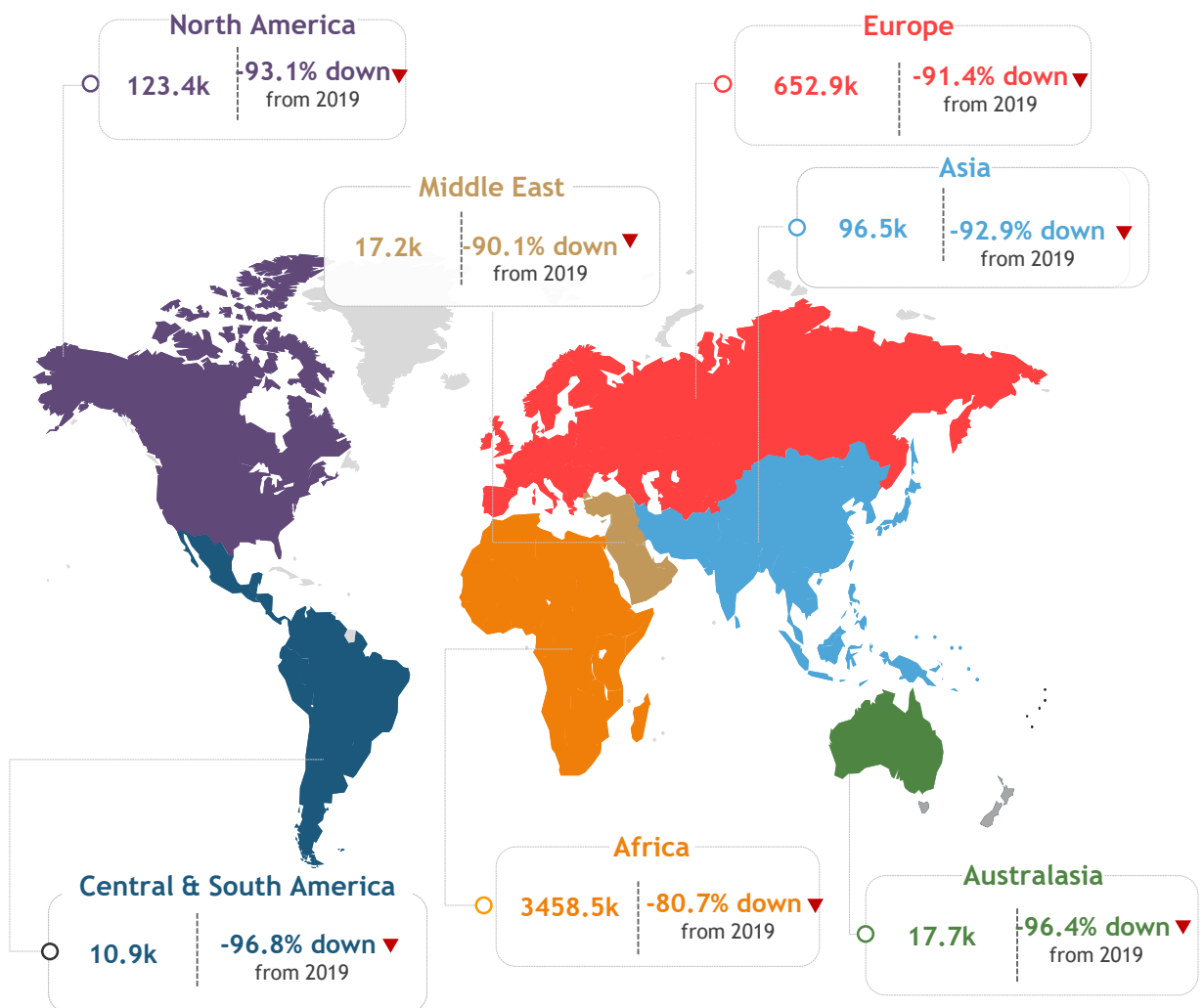
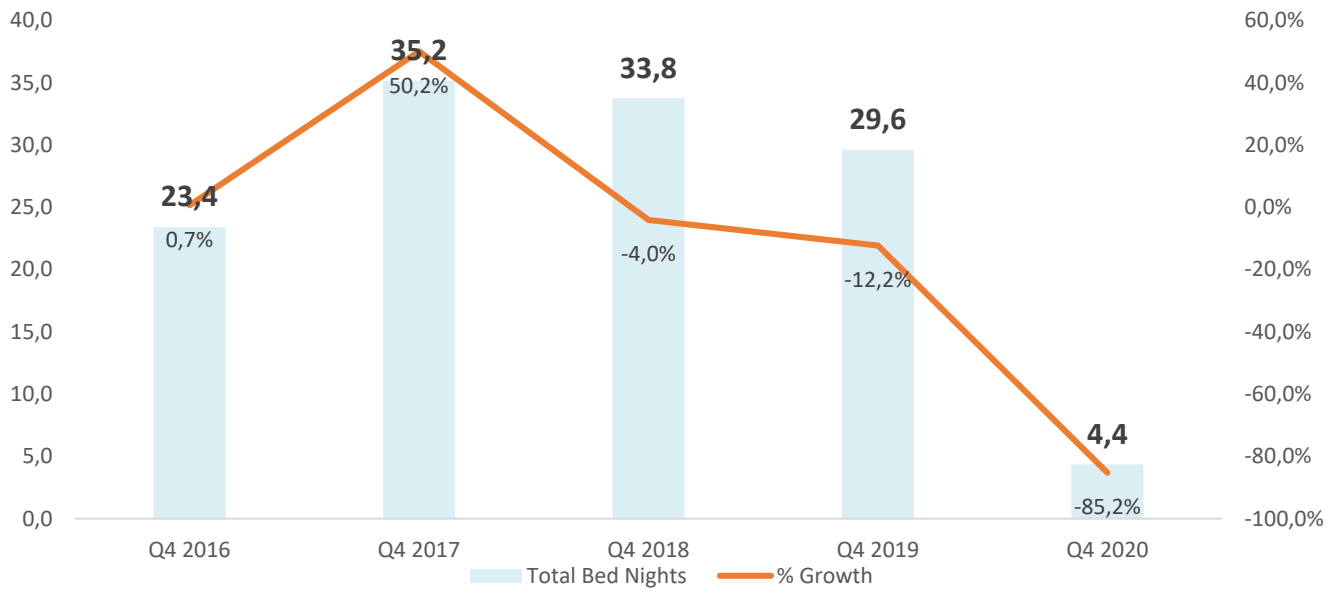
	Q4 2017 (Bn)	Q4 2018 (Bn)	Q4 2019 (Bn)	Q4 2020 (Bn)	% Growth
 Shopping	R6.1	R7.2	R6.0	R0.9	-84.5%
 Food	R4.2	R4.3	R4.2	R0.5	-89.0%
 Accommodation	R4.1	R3.6	R3.5	R0.4	-88.8%
 Leisure	R3.2	R2.9	R2.7	R0.2	-91.6%
 Reselling	R2.8	R1.5	R1.9	R0.3	-84.1%
 Transport	R2.2	R2.3	R2.2	R0.2	-90.7%
 Medical	R0.3	R0.2	R0.2	R0.1	-58.2%



TOTAL BED NIGHTS

4.4 million

-85.2%

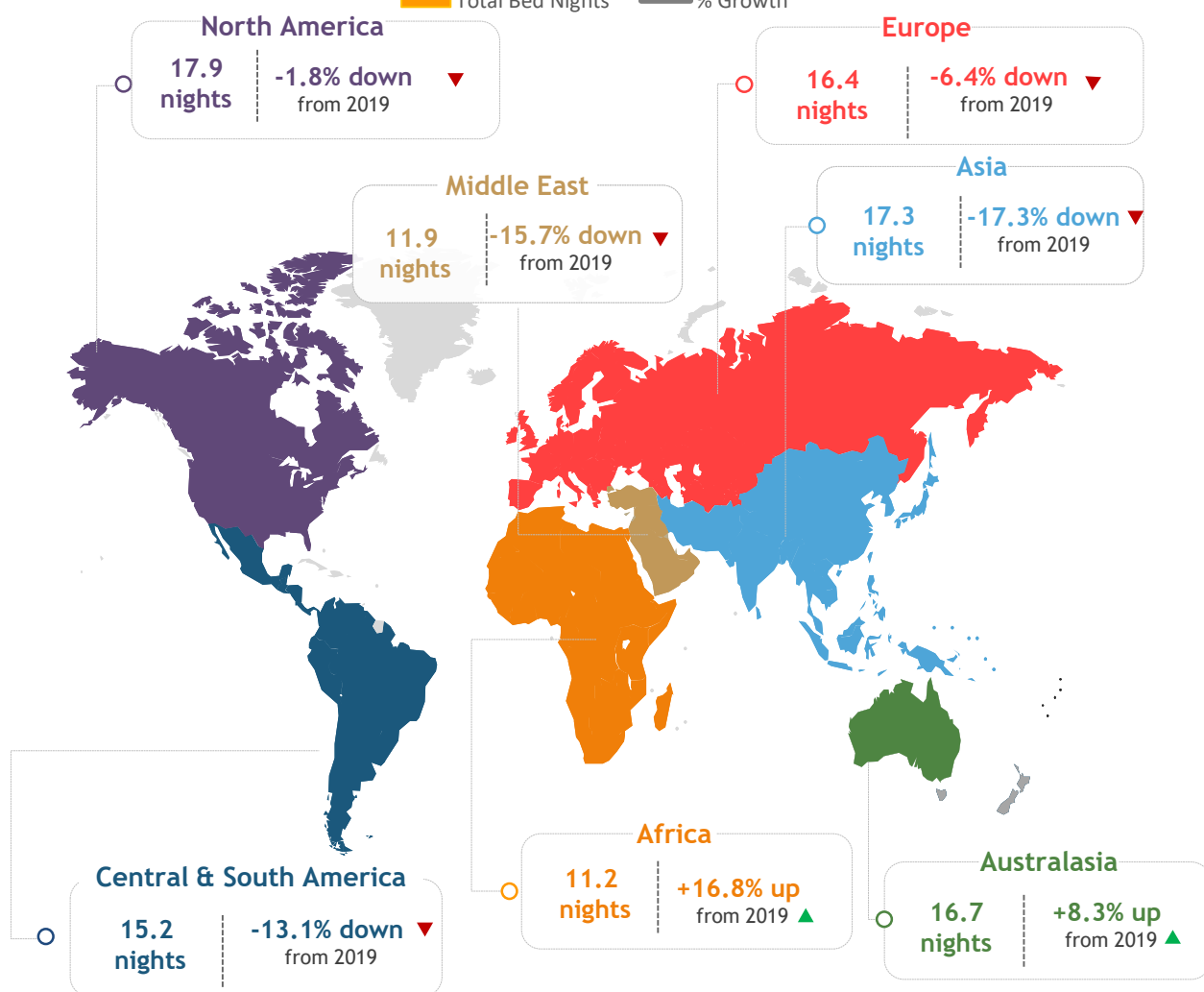
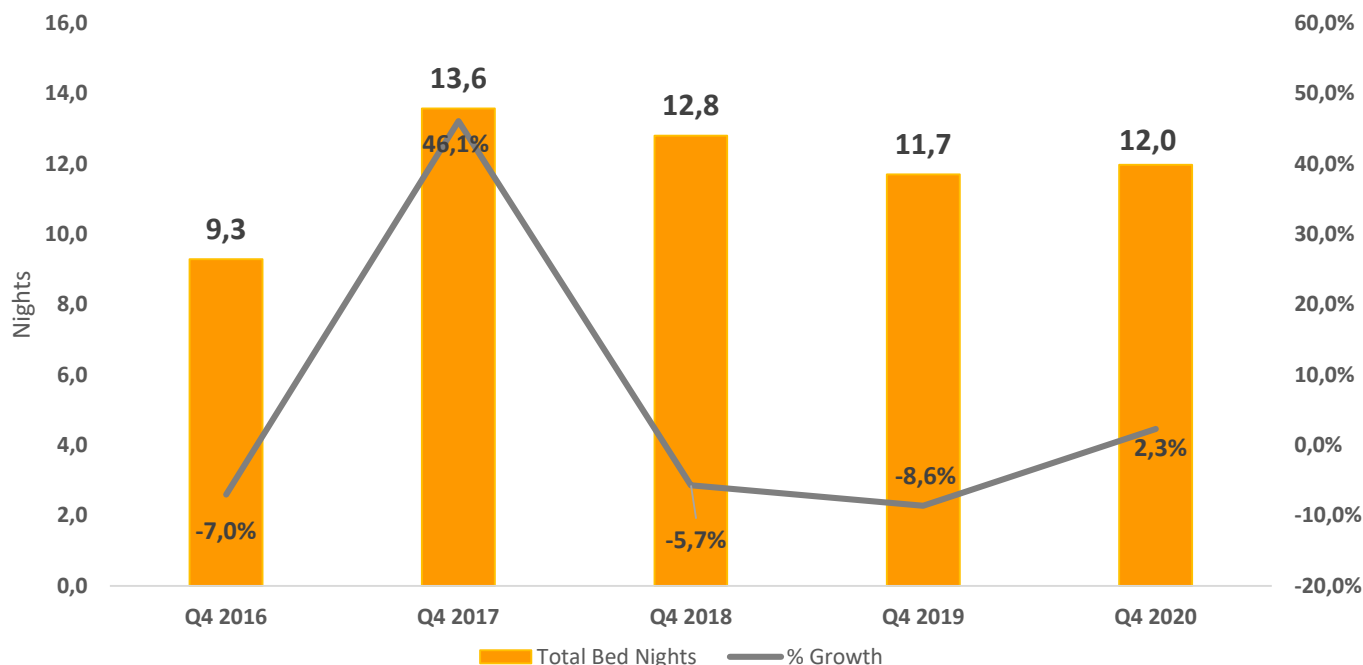




LENGTH OF STAY

12.0 nights

+2.3%



A savanna landscape at sunset. In the foreground, three tourists (two men and one woman) are seen from behind, standing in a field of tall grass and looking towards a dense forest. A giraffe is visible in the background, partially obscured by the trees. The sky is a warm orange color, and the overall scene is bathed in the golden light of the setting sun.

INTERNATIONAL TOURISM: PROVINCIAL PERFORMANCE



GEOGRAPHIC SPREAD

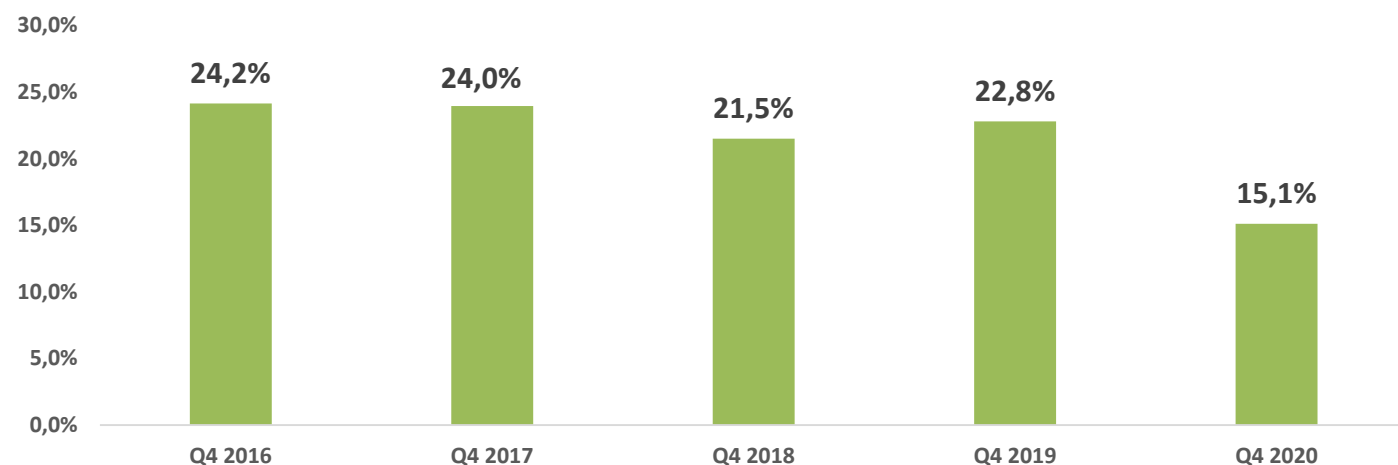
15.1%

-7.7

basis point

Of the Q4 tourists, 15.1% visited more than one province, which is a -7.7 basis point decrement compared to the same quarter in 2019.

Geographic spread % of tourist visiting one province



				
	International tourist arrivals (000)	Spend (billions)	Bed nights (millions)	Length of stay (nights)
Gauteng	184.7	R1.6	1.9	10.6
Limpopo	23.9	R0.2	0.1	4.5
Western Cape	52.6	R0.8	0.8	15.3
Mpumalanga	61.9	R0.4	0.4	6.8
Free State	18.3	R0.1	0.4	20.1
KwaZulu-Natal	46.3	R0.3	0.4	9.6
North West	19.8	R0.1	0.2	9.3
Eastern Cape	9.7	R0.2	0.2	19.0
Northern Cape	12.3	R0.1	0.0	2.2

STATE OF THE SOUTH AFRICAN ECONOMY

The fourth quarter of 2020 was stronger than economists expected and GDP grew by 1.5%; the industrial and commercial sectors drove the growth in the last quarter of 2020. The Covid pandemic crisis was detrimental to Africa's second-largest economy. The night time curfews and ban on the sale of alcohol had a negative impact on the tourism sector in South Africa.

In 2020, the South African economy contracted for the first time in 11 years (this is the first contraction since 2009 when GDP fell by 1.5%). This was due to the coronavirus lockdowns that hampered the economy by disrupting output and trade. In 2019 there was an expansion of 0.2% of the economy but in 2020 there was a 7% decline.

In the third quarter some economic activity improved but then the fourth quarter fuelled by the new variant in December forced the government to reinstate critical measures which the economy resisted.

Analysts expect that the economic situation will improve in 2021.



For the last quarter of 2020 GDP was at up 6.3% on the previous quarter; however the year closed -7% down compared with the previous year. Real GDP was up 1.5% for Q4 2020 over Q3 2020; a -4.1% drop when compared with the previous year.

Source: STATSA

<https://www.africanews.com/2021/03/09/covid-19-shrinks-south-africa-s-economy-for-first-time-in-11-years/>



stats sa
Department:
Statistics South Africa
REPUBLIC OF SOUTH AFRICA

COVID – SOUTH AFRICA – Q4

In **South Africa**, from **3 January 2020** to **4:48pm CEST, 26 May 2021**, there have been **1,640,932 confirmed cases** of COVID-19 with **55,976 deaths**, reported to WHO. As of **26 May 2021**, a total of **182,983 vaccine doses** have been administered.

South Africa Situation

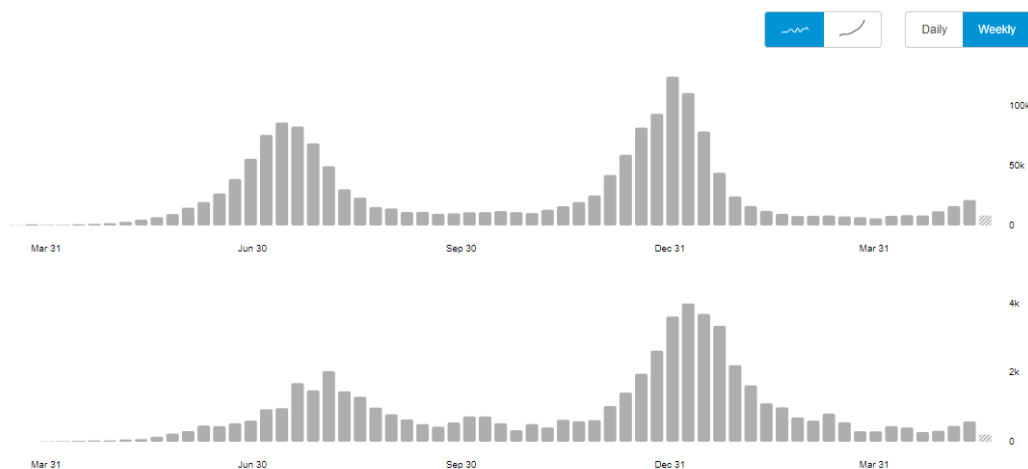
1,640,932

confirmed cases

55,976

deaths

Source: World Health Organization
Data may be incomplete for the current day or Dec 31 week.



On the 9th of December 2020, Health Minister Dr Zweli Mkhize announced that South Africa was in the second wave COVID-19. The majority of the new cases were from Western Cape (30%), Eastern Cape (24%), KZN (23%) and Gauteng (17%)¹.

President Cyril Ramaphosa addressed South Africans in December during which he announced further restrictions in hotspot areas, as the number of COVID-19 cases keep increasing. He was concerned that the festive season posed a great threat to the health and well-being of the nation as a whole. To ensure the people of South Africa were as safe as possible during the holiday season he announced that in areas with the highest rate of infection, beaches and public parks will be closed for the duration of the festive season, from December 16 to January 3. This applied to all of the Eastern Cape, as well as to the Garden Route District in the Western Cape. In KwaZulu-Natal, beaches and public parks was also closed on what are traditionally the busiest days of the season. This includes the 16th, 25th, 26th and 31st of December 2020 to the 1st, 2nd and 3rd of January 2021. Alcohol consumption in all public spaces, such as beaches and parks, is strictly forbidden². This restriction happened during the peak season for travel in South Africa and affected the tourism industry gravely.

On 18 December, national authorities in South Africa announced the detection of a new variant of SARS-CoV-2 that is rapidly spreading in three provinces of South Africa. South Africa has named this variant 501Y.V2, because of a N501Y mutation³. To worsen the situation, the 501Y.V2 was dubbed the South African strain, which painted travel to the country in a negative light; even though this virus was already present in other countries.

1: <https://sacoronavirus.co.za/2020/12/09/sa-enters-covid-19-second-wave/>

2: <https://www.getaway.co.za/travel-news/these-beaches-are-closed-for-the-festive-season/>

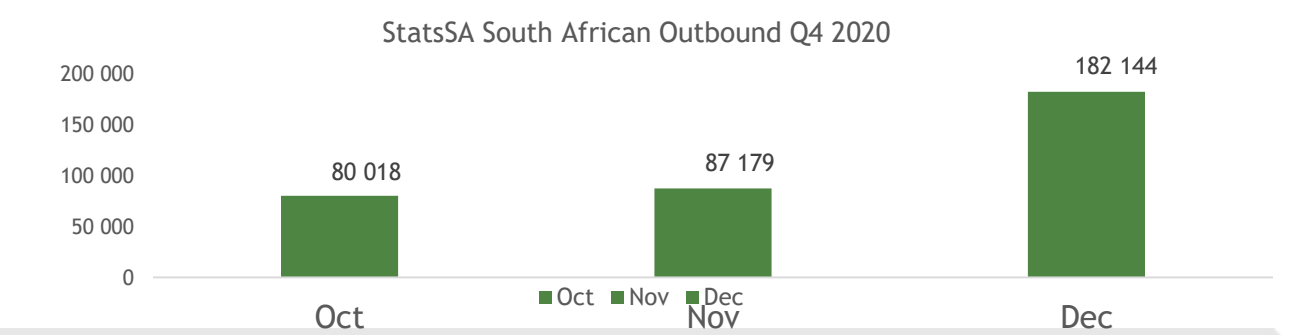
3: <https://www.who.int/csr/don/31-december-2020-sars-cov2-variants/en/>

During this period, South Africa’s Covid-19 lockdown status moved from Alert Level 3 to Level 1 and then back to Level 3, as South Africa witnessed its highest recorded infection rates in December 2020. As the infections continued to rise, President Cyril Ramaphosa announced Level 3 Lockdown on the 28th of December 2020 to curb the spread of Covid-19 with immediate effect. This was as a result of the identified variant of the SARS-CoV-2 virus, currently labelled 501.V2 variant, which is known to be more contagious than the virus that drove the first wave of infections.

Level 3 regulations were put in place to limit the potential for transmission without disrupting the economy. However, tourism was the most affected of all sectors during the lockdown as a result of the virus. Although domestic and international tourism commenced, most tourists were scared to travel and this resulted in significantly decreased domestic trips, spend, bed nights, length of stay, day trips and day trips spend. Domestic tourism overnight trips declined by -48.4% in Q4 of 2020, reaching a total of 4.8 million. The trips that declined the most were VFR and Holiday trips declining by -84.2% and -82.9% respectively. The uncertainty about travel restriction discouraged travel during this period. However the total revenue decreased only by -5.6% to a total R15.6 billion. Travellers increased their spending in Q4 of 2020 to R3 245 compared to R1 773 in Q4 of 2019. The average expenditure per tourist in this period increased from R 1 700 to R3 200. The elite South Africans normally travel abroad during this period this suggest that increase in expenditure was as the result of them not be able to travel abroad and opting to spend it locally. Although Holiday trips decreased by -82.9%, on average holiday tourist spent R4 785, a 76.7% increase compared to the same period in 2019.

A total of 26.3 million domestic day trips were taken in South Africa in Q4 of 2020 compared to the same period in 2019. Domestic day trips saw a negative growth of -63.5%.

Outbound travel double in December 2020 to a total of 182 144 trips





DOMESTIC TOURISM PERFORMANCE

OCTOBER – DECEMBER



DOMESTIC TRIPS

4.8 million

-48.4%



DOMESTIC SPEND

R15.6 billion

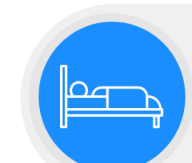
-5.6%



AVERAGE SPEND PER TRIP

R3 245

+83.0%



BED NIGHTS

15.2 million

-50.5%



LENGTH OF STAY

3.2 nights

-4.1%



DAY TRIPS

26.3 million

-63.5%



DAY TRIP SPEND

R22.5 billion

-62.2%

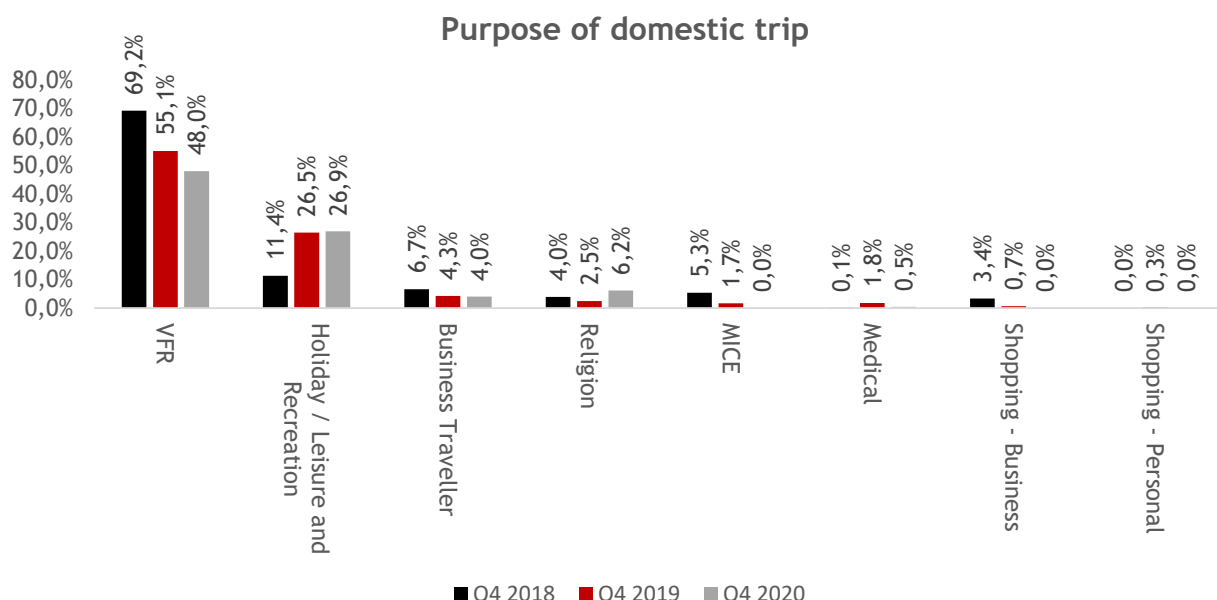
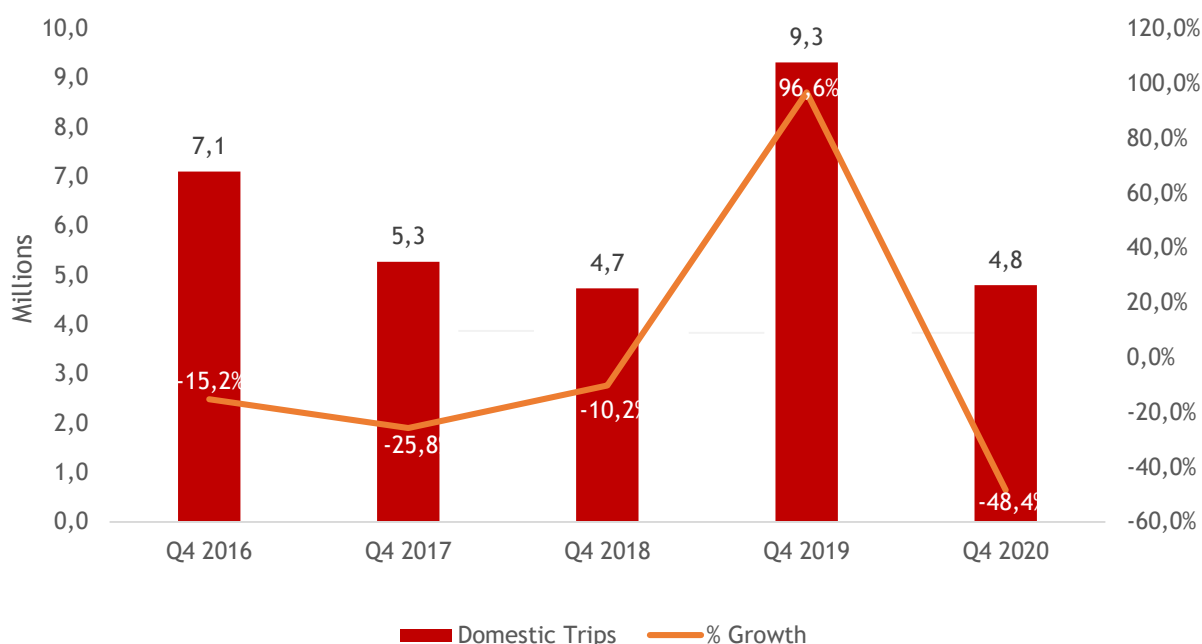


DOMESTIC TRIPS

4.8 million

-48.4%

- The number of domestic trips dropped in Q4 of 2020 (-48.4%) to 4.8 million compared to the same period in 2019. Domestic holiday trips increased to 26.9%. Despite a decline in VFR in Q4 of 2020, VFR is still the main purpose of domestic travel. A substantial number of domestic travellers cannot be reported for shopping (personal), shopping (business) and MICE (0.0%) in Q4 of 2020. Medical (0.5%) and business travel (4.0%) also declined in Q4 of 2020. There was a notable increment of 6.2% on the number of travellers who travelled for religious purposes in Q4 of 2020 as compared to the same quarter of the previous year.





VFR AND HOLIDAY TOURIST PROFILE

- VFR: Approximately 67.0% of the people who undertook a domestic overnight trip in South Africa had completed high school education and were unmarried (73.7%) males (56.9%) with dependent children (76.9%). VFR tourists were older than 35 years (42.7%) and earned less than R5 000 per month (44.5%).

VFR

Education



Completed high school:
67.0%

Gender



Male: 56.9%

Marital status



Single/Never married: 73.7%

Family situation



Have dependent
children: 76.9%

Income



Less than R5 000:
44.5%

Age group



35+ years: 42.7%

- Holiday: By contrast, holiday tourists are more educated and likely to have completed tertiary education (37.1%); earn an income of more than R5 000 per month (39.8%); and are single (82.4%) males (61.3%) with dependent children (83.1%). Holiday tourists are from the younger age groups (60.0% are younger than 35).

Holiday

Education



Completed tertiary: 37.1%

Gender



Male: 61.3%

Marital status



Single/Never married: 82.4%

Family situation



Have dependent children:
83.1%

Income



More than R5 000:
39.8%

Age group

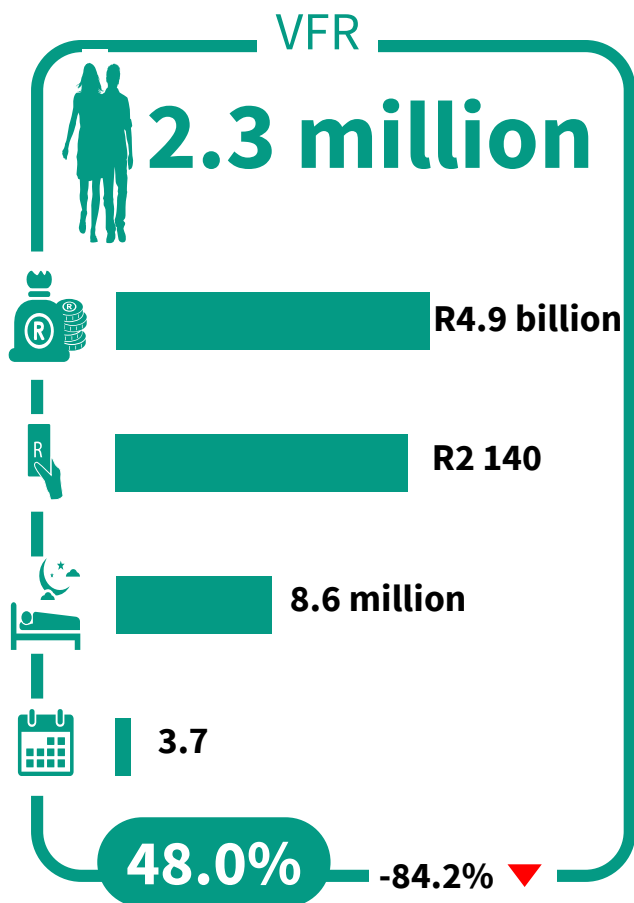


18-34 years: 60.0%

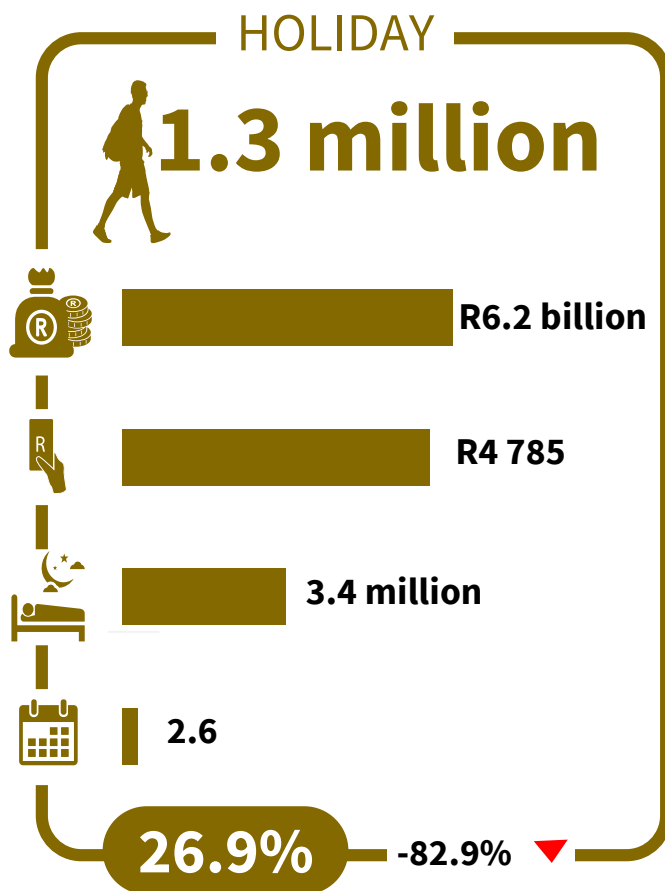
DOMESTIC TRIPS

4.8 million

-48.4%



- Trips to visit friends or relatives (VFR) decreased by -84.2% to reach 2.3 million and accounted for 48.0% of all domestic trips. In Q4 of 2020, social gatherings were prohibited in South Africa and hence travel for VFR experienced a drastic decline as compared to the same quarter of the previous year.
- VFR trips accounted for the most revenue and most bed nights in Q4 of 2020, namely R4.9 billion of all expenditure and 8.6 million of all bed nights.
- The average spend per trip by the VFR tourist amounted to R2 140, a 95.8% increase compared to the previous period.
- The average length of stay of VFR trips was 3.7 nights.



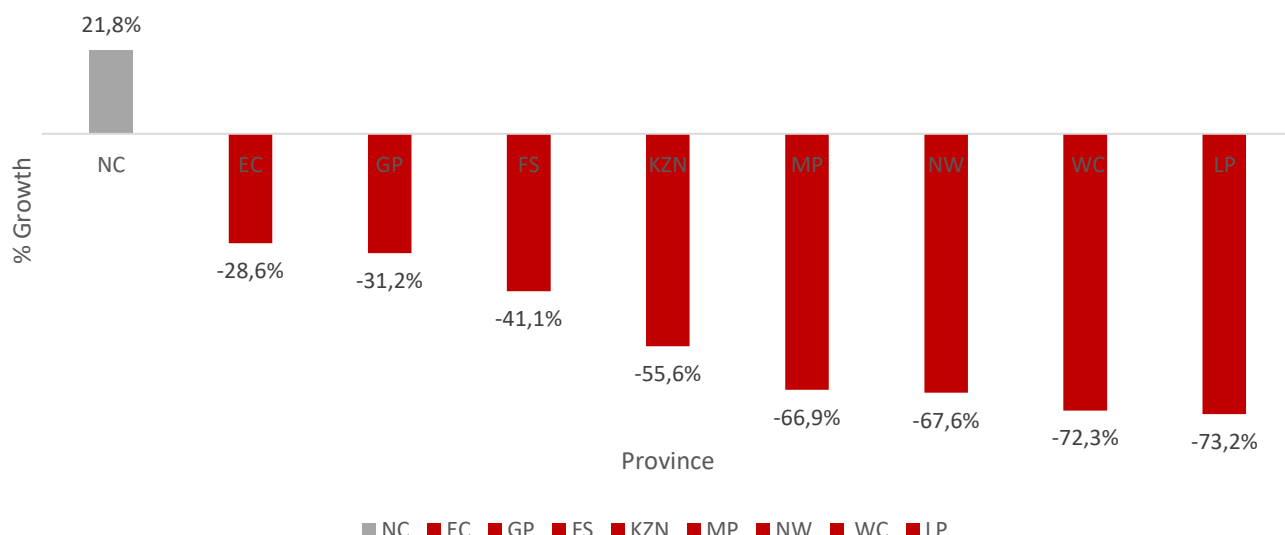
- Holiday trips decreased by -82.9% to reach 1.3 million and accounted for 26.9% of all domestic trips. As tourism was trying to reposition itself in the market, most travellers were not sure about their safety from Covid-19; hence the usual high numbers of holiday travellers were not recorded in Q4 of 2020.
- Holiday trips accounted for 3.4 million of overnight stays and R6.2 billion of the total revenue from domestic travel.
- On average, a holiday tourist spent R4 785, a 76.7% increase compared to the same period in 2019.
- Holiday tourists took fewer trips and stayed for shorter periods, with an average length of stay of 2.6 nights.



DOMESTIC TRIPS – ORIGIN PROVINCE

- Most domestic trips in this quarter originated in the Eastern Cape (1 364 335). As source province, the Northern Cape posted a positive growth of 21.8% while the other provinces saw negative growth. By the end of December, the Northern Cape had a cumulative 2.5% of Covid-19 cases being the second least affected province after Limpopo.
- By contrast, Limpopo (-73.2%) and the Western Cape (-72.3%) experienced the greatest decrease in the number of trips in Q4 of 2020.

Source Province - Trips Origin



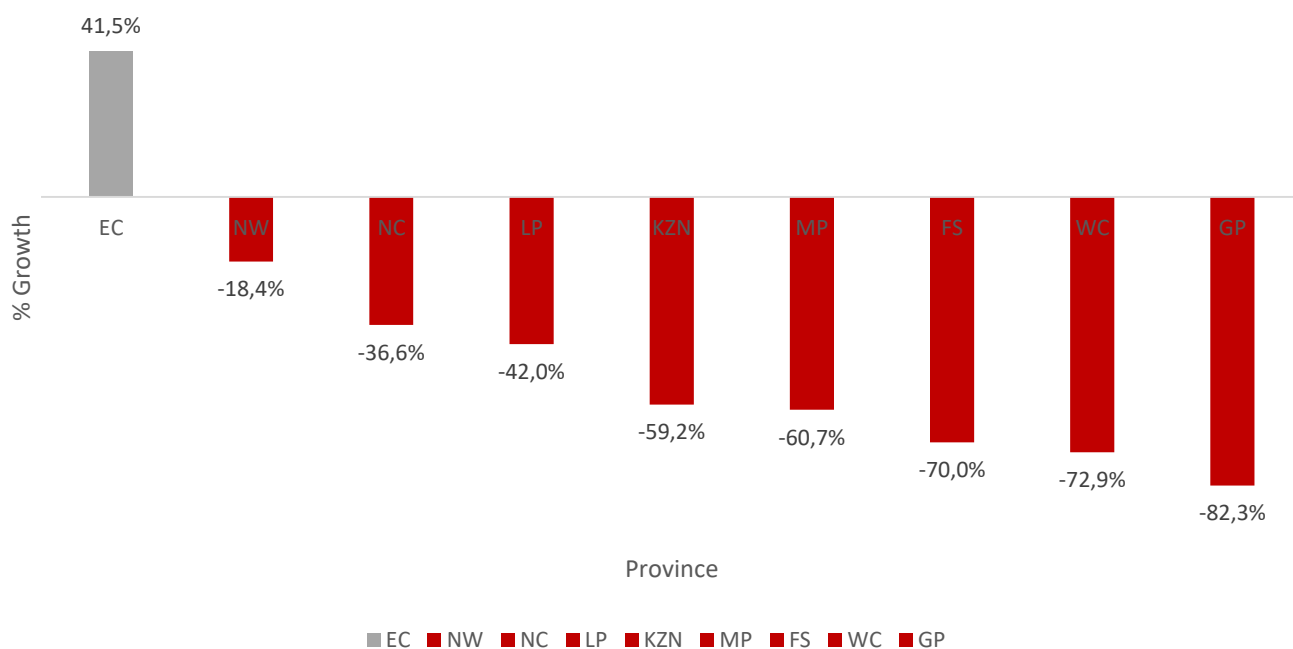
	Northern Cape	Eastern Cape	Gauteng	Free State	KwaZulu-Natal	Mpumalanga	North West	Western Cape	Limpopo
Q4 2018	41 980	413 759	2 487 223	224 352	229 669	426 288	174 033	179 568	557 074
Q4 2019	187 157	1 910 125	1 803 999	661 957	1 104 285	746 808	861 066	1 601 245	432 512
Q4 2020	227 951	1 364 335	1 241 512	389 794	490 836	247 426	278 760	443 669	115 832



DOMESTIC TRIPS – DESTINATION PROVINCE

- The Eastern Cape was the most popular destination province for domestic trips (1.5 million) (41.5% growth). The Eastern Cape was mentioned as part of the four provinces driving the second wave of Covid-19 and two of its districts were declared hotspots.
- Gauteng (-82.3%) and the Western Cape (-72.9%) experienced the greatest negative growth as destination provinces for domestic trips. The two provinces were the hardest hit by Covid-19 infections.

Destination - Provinces visited



	Eastern Cape	North West	Northern Cape	Limpopo	KwaZulu-Natal	Mpumalanga	Free State	Western Cape	Gauteng
Q4 2018	731 464	368 871	150 093	554 329	895 196	835 072	481 076	142 242	878 195
Q4 2019	1 088 305	656 458	182 887	1 061 157	1 975 660	880 557	1 714 776	1 748 749	2 891 529
Q4 2020	1 540 442	535 514	116 039	615 830	805 993	345 924	513 700	474 441	511 561



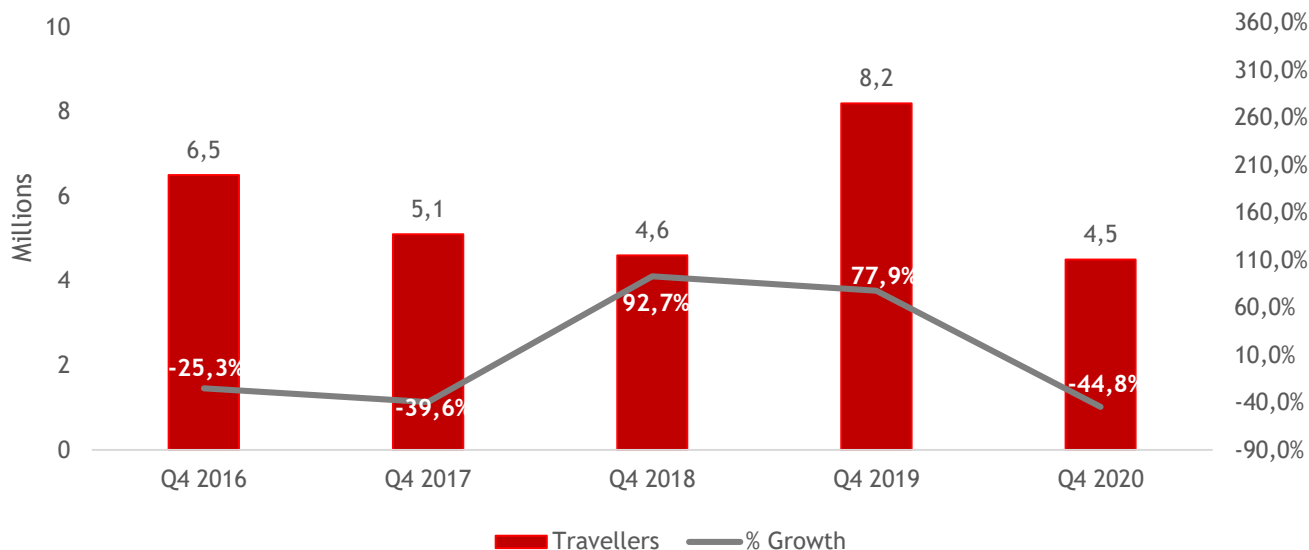
DOMESTIC TRAVELLERS

4.5 million

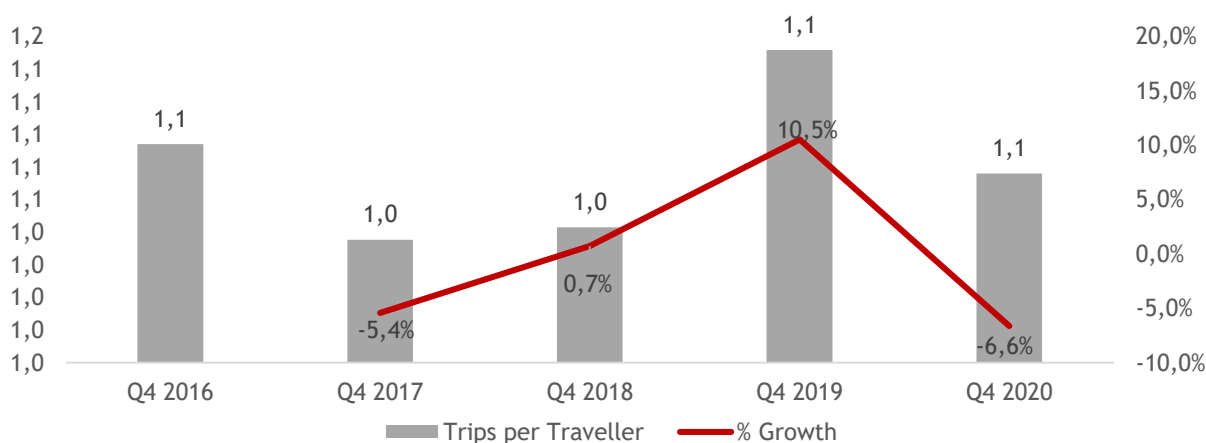
-44.8%

There were approximately 4.5 million South Africans who took a domestic trip in this quarter. There was a decrease of 6.6% on the average number of trips taken per traveller from an average of 10.5 trips per traveller in Q4 of 2019 to 1.1 trips per traveller in Q4 of 2020. The negative growth of the average trips taken by each traveller is mostly associated with the Covid-19 lockdown restrictions on domestic and international travel.

Domestic travellers



Trips per traveller





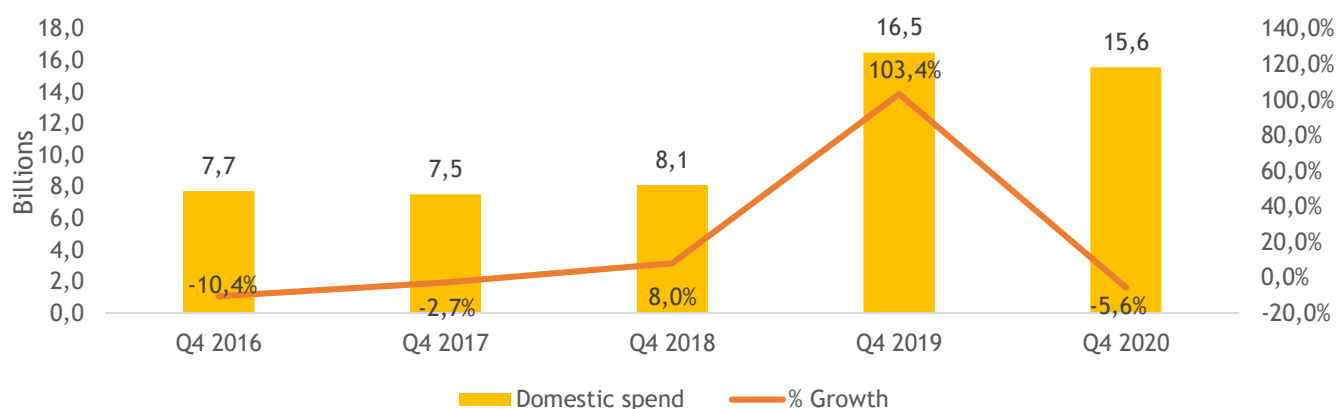
DOMESTIC SPEND

R15.6 billion

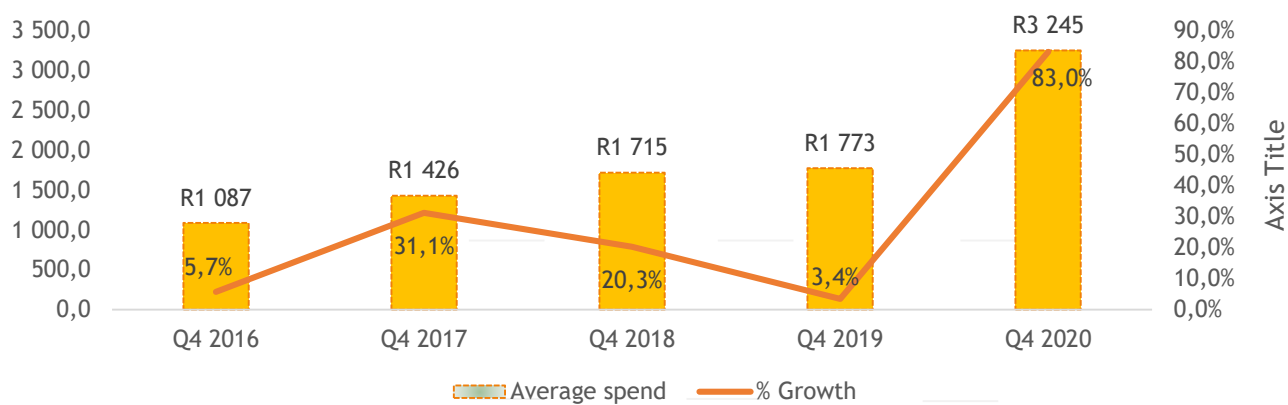
-5.6%

- South Africans spent R15.6 billion during their domestic trips in Q4 of 2020, which decreased by -5.6% compared to the same quarter of 2019. South Africans taking domestic trips in this quarter spent an average of R3 245 per trip, or 83.0% more than in Q4 of 2019.
- In Q4 of 2020, there was a significant increase in expenditure related to MICE, holiday and VFR trips which is R9 720, R4 785 and R2 140, respectively.

Domestic Spend



Average Spend



	Q4 2016	Q4 2017	Q4 2018	Q4 2019	Q4 2020
Average spend - VFR	R696	R1 106	R1 123	R1 093	R2 140
Average spend - Holiday	R2 633	R2 410	R2 823	R2 708	R4 785
Average spend - MICE	R1 215	R3 310	R3 224	R1 057	R9 720



DOMESTIC SPEND

R15.6 billion

-5.6%

- Excluding leisure, accommodation and reselling, all categories of expenditure made during overnight trips during Q4 of 2020 decreased for the same period in 2019.
- Expenditure on shopping, transport and food recorded the largest declines of -64.7%, -34.2% and -25.8% respectively compared to the same quarter last year. However, reselling recorded the highest growth of 83.1%, attaining R0.2 billion, followed by leisure (R0.3 billion) (13.2%), increasing overnight travel expenditure from the same period last year; accommodation remained unchanged for the current period compared to the previous year.

	Q4 2018 (Bn)	Q4 2019 (Bn)	Q4 2020 (Bn)	% Growth
 Transport	R3.2	R5.8	R3.8	-34.2%
 Accommodation	R1.4	R2.2	R2.2	0.0%
 Shopping	R0.9	R1.7	R0.6	-64.7%
 Food	R1.3	R3.6	R2.7	-25.8%
 Leisure	R0.4	R0.3	R0.3	13.2%
 Reselling	R0.8	R0.1	R0.2	83.1%

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

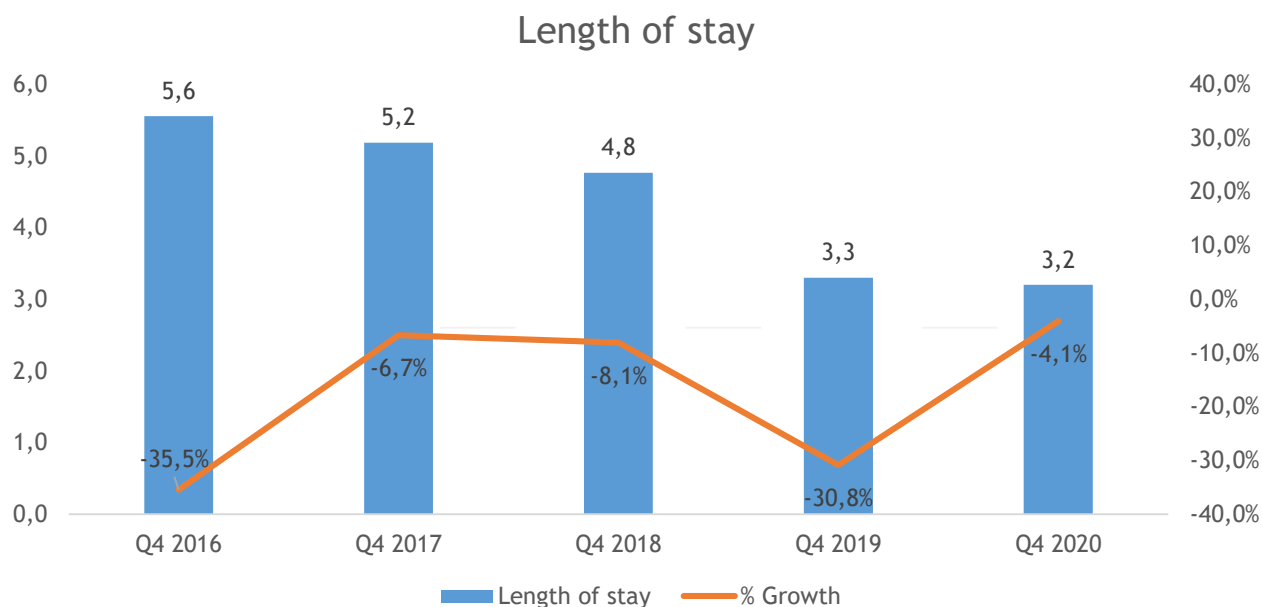
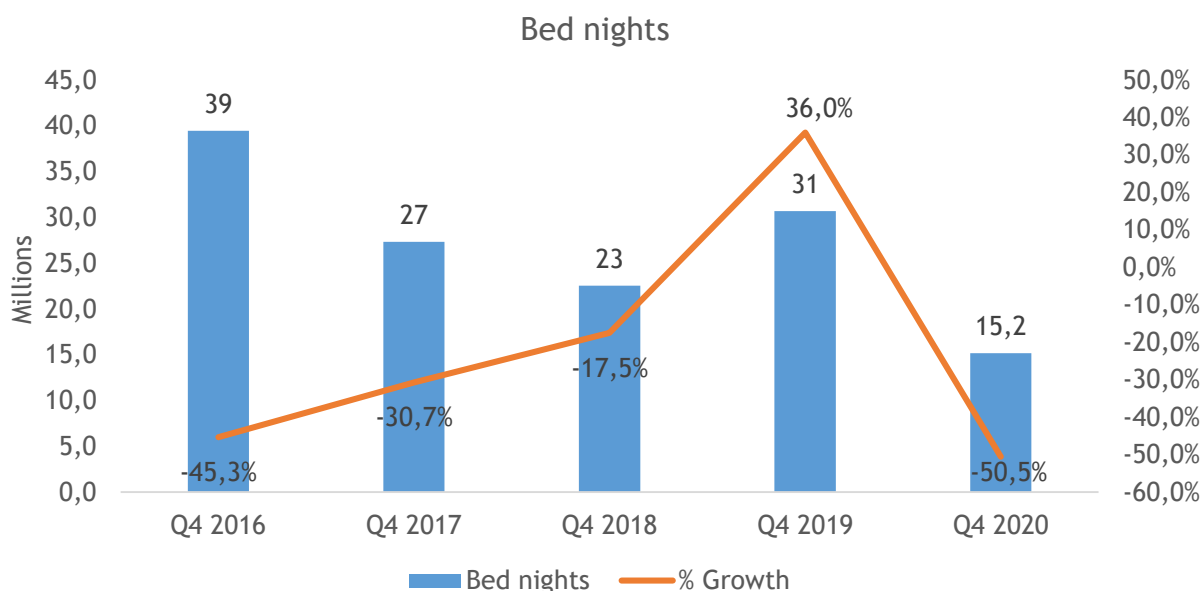


BED NIGHTS

15.2 million

-50.5%

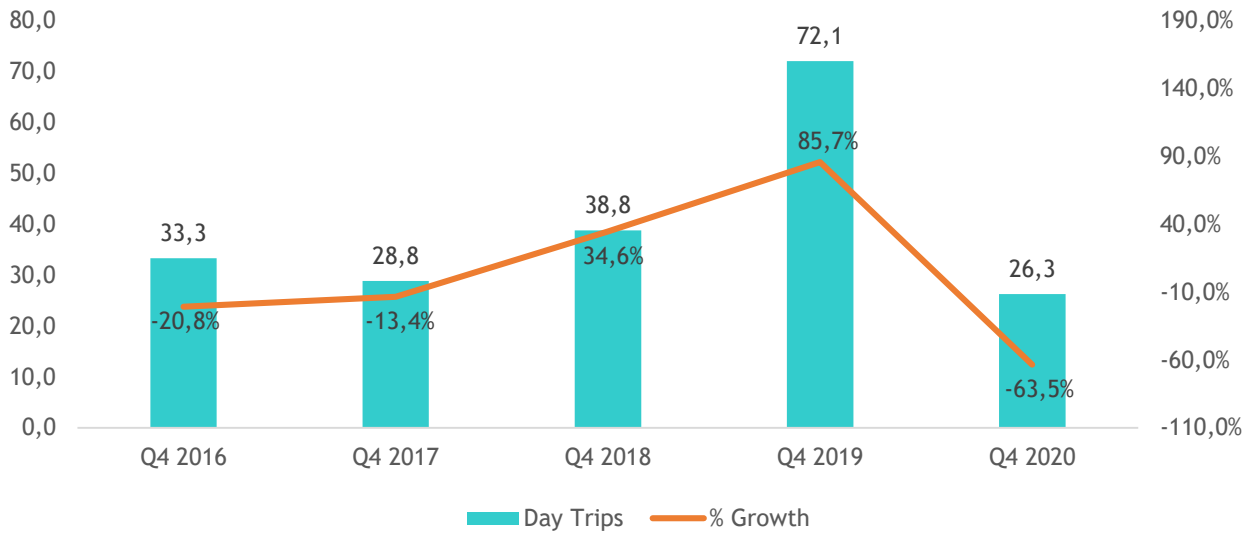
- In Q4 of 2020, the number of nights South African travellers spent away from home decreased by -50.5% to 15.2 million.
- The average length of overnight trips taken was 3.2 nights. This was a negative -4.1% growth compared to the same period in 2019.



26.3 million

-63.5%

Day Trips



*Q4 2020: 47.7% of day trips > 40km, 27.0% of day trips < 40km

TOTAL DAY TRIPS

Q4 2019

by purpose (millions)

Q4 2020



PERSONAL SHOPPING
14.5m 20.1%
+39.0%

PERSONAL SHOPPING
16.9% **4.4m**
-69.3%



BUSINESS
2.4m 3.4%
+39.4%

BUSINESS
3.3% **0.9m**
-52.4%



HOLIDAY
16.4m 22.7%
+217.4%

HOLIDAY
17.9% **4.7m**
-71.3%



RELIGIOUS
1.5m 2.1%
-8.1%

RELIGIOUS
2.3% **0.6m**
-59.4%



APPENDIX

INTERNATIONAL ARRIVALS				
	Q4 2018	Q4 2019	Q4 2020	% Growth
GRAND TOTAL	2 744 373	2 665 850	373 143	-86.0%
Africa	1 970 501	1 908 827	312 170	-83.6%
Botswana	200 198	194 913	12 368	-93.7%
Lesotho	384 421	363 004	35 021	-90.4%
Malawi	51 079	52 778	10 040	-81.0%
Mozambique	333 301	328 291	77 511	-76.4%
Namibia	57 422	49 859	18 413	-63.1%
Swaziland	236 898	238 646	18 807	-92.1%
Zambia	42 986	38 980	14 827	-62.0%
Zimbabwe	572 204	561 608	101 852	-81.9%
Angola	16 596	14 160	1 885	-86.7%
Democratic Republic of Congo	9 625	8 269	2 710	-67.2%
Ethiopia	1 996	1 598	563	-64.8%
Ghana	5 741	4 499	1 214	-73.0%
Kenya	8 734	8 183	1 252	-84.7%
Nigeria	14 354	7 581	2 008	-73.5%
Tanzania	10 263	10 484	2 518	-76.0%
Uganda	3 230	4 026	559	-86.1%
Other Africa	21 453	21 948	10 622	-51.6%
Asia	78 774	76 206	7 452	-90.2%
China including Hong Kong	24 163	22 445	1077	-95.2%
India	22 870	22 814	1 779	-92.2%
Japan	7 470	7 642	292	-96.2%
Malaysia	1 820	1 918	73	-96.2%
Singapore	2 578	2 885	59	-98.0%
South Korea	4 590	4 156	275	-93.4%
Other Asia	15 283	36 696	3 897	-89.4%
Australasia	33 113	34 877	1 131	-96.8%
Australia	28 720	29 150	882	-97.0%
New Zealand	4 298	5 640	248	-95.6%
Other Australasia	95	87	1	-98.9%
South America	29 492	33 133	1 007	-97.0%
Argentina	4 045	2 758	112	-95.9%
Brazil	18 810	23 304	522	-97.8%
Chile	1 225	1 178	40	-96.6%
Other Central & South America	5 412	5 893	333	-94.3%
Europe	505 389	486 371	41 741	-91.4%
Austria	10 812	10 143	868	-91.4%
Belgium	17 069	16 319	1 718	-89.5%
Denmark	7 875	7 523	477	-93.7%
Finland	3 656	3 605	239	-93.4%
France	57 105	48 303	3 553	-92.6%
Germany	118 823	115 754	7 759	-93.3%
Ireland	10 174	9 440	997	-89.4%
Italy	17 123	15 793	1 235	-92.2%
Netherlands	45 326	43 244	2 996	-93.1%
Norway	5 957	5 353	282	-94.7%
Portugal	9 110	7 917	921	-88.4%
Russian Fed	4 927	5 267	1 102	-79.1%
Spain	10 565	9 914	731	-92.6%
Sweden	19 029	15 914	1 031	-93.5%
Switzerland	20 989	19 960	2 124	-89.4%
Turkey	3 547	3 639	642	-82.4%
UK	125 552	130 859	12 485	-90.5%
Other Europe	17 750	17 424	2 581	-85.2%
Middle East	10 750	14 771	1 540	-89.6%
UAE	348	508	205	-59.6%
Other Middle East	10 402	14 263	1 335	-90.6%
North America	112 367	107 247	7 331	-93.2%
Canada	20 782	19 710	1 388	-93.0%
USA	91 585	87 537	5 943	-93.2%

APPENDIX

PURPOSE OF VISIT (CATEGORIES)									
Q4 2020									
	Holiday	Shopping personal	Shopping business	Business traveller	MICE	Medical	VFR	Religion	Other
Africa	7.7%	6.3%	24.1%	14.8%	5.4%	4.4	27.8%	0.7%	8.8%
Botswana	5.0%	2.8%	24.8%	29.2%	5.0%	1.4%	16.6%	1.8%	13.4%
Lesotho	1.0%	2.2%	16.5%	27%	1.6%	3.5%	26.3%	0.3%	21.3%
Malawi	3.9%	1.8%	54.0%	10.4%	12.0%	0.5%	7.7%	0.9%	9.0%
Mozambique	15.9%	11.5%	3.8%	0.2%	0.7%	9.6%	54.5%	0.6%	3.3%
Namibia	14.3%	0.2%	14.4%	4.9%	8.2%	4.3%	25.7%	0.3%	27.7%
Swaziland	6.0%	3.9%	9.5%	2.7%	4.2%	6.6%	55.8%	1.3%	9.9%
Zambia	2.2%	2.8%	52.6%	15.9%	8.3%	0.8%	10.8%	1.6%	5.0%
Zimbabwe	3.2%	7.5%	43.8%	26.1%	6.0%	1.6%	8.1%	0.4%	3.3%
Angola	23.7%	1.7%	0.6%	7.7%	19.9%	12.2%	19.1%	0.0%	15.1%
Democratic Republic of Congo	14.5%	2.3%	1.0%	7.2%	13.3%	10.1%	26.8%	1.0%	23.8%
Ethiopia	11.3%	1.8%	0.0%	5.3%	37.0%	7.2%	23.2%	0.0%	14.2%
Ghana	11.8%	1.5%	0.0%	1.7%	35.0%	0.5%	21.1%	5.0%	23.4%
Kenya	8.4%	3.6%	0.0%	5.5%	44.6%	1.9%	5.5%	4.4%	26.2%
Nigeria	22.7%	1.1%	0.0%	9.6%	20.5%	1.1%	20.0%	3.5%	21.5%
Tanzania	10.1%	2.1%	0.8%	3.5%	31.2%	2.3%	16.8%	0.0%	33.3%
Uganda	14.7%	0.0%	2.3%	5.8%	25.7%	4.6%	26.3%	0.0%	20.7%
Other Africa	24.4%	0.3%	0.5%	3.0%	32.0%	2.8%	21.3%	0.3%	15.5%
Asia	25.6%	0.0%	0.0%	11.8%	35.4%	0.1%	18.8%	0.0%	8.4%
China including Hong Kong	35.4%	0.0%	0.0%	8.0%	26.3%	0.2%	23.2%	0.0%	6.9%
India	18.7%	0.0%	0.0%	17.5%	43.0%	0.2%	12.9%	0.0%	7.7%
Japan	34.7%	0.0%	0.0%	13.5%	28.1%	0.0%	17.1%	0.0%	6.5%
Malaysia	34.4%	0.0%	0.0%	4.2%	34.0%	0.0%	15.0%	0.0%	12.3%
Singapore	45.5%	0.0%	0.0%	1.9%	34.6%	0.0%	9.3%	0.0%	8.7%
South Korea	34.0%	0.0%	0.0%	5.5%	36.8%	0.0%	20.7%	0.0%	3.1%
Other Asia	23.9%	0.0%	0.0%	10.8%	34.9%	0.0%	20.7%	0.0%	9.7%
Australasia	35.8%	0.8%	0.0%	2.5%	10.7%	0.0%	42.2%	0.6%	7.4%
Australia	35.7%	0.0%	0.0%	2.0%	9.6%	0.0%	44.8%	0.8%	7.1%
New Zealand	36.5%	3.4%	0.0%	4.2%	14.4%	0.0%	33.1%	0.0%	8.4%
Other Australasia	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Central & South America	46.4%	0.0%	0.0%	7.6%	24.1%	0.0%	8.5%	0.0%	13.4%
Argentina	55.0%	0.0%	0.0%	12.0%	18.1%	0.0%	9.6%	0.0%	5.3%
Brazil	46.3%	0.0%	0.0%	6.6%	23.7%	0.0%	7.7%	0.0%	15.8%
Chile	35.1%	0.0%	0.0%	1.5%	43.1%	0.0%	7.8%	0.0%	12.6%
Other Central & South America	43.79%	0.0%	0.0%	8.8%	24.4%	0.0%	10.0%	0.0%	13.0%
Europe	50.2%	0.1%	0.0%	6.8%	17.3%	0.4%	17.7%	0.2%	7.4%
Austria	54.2%	0.0%	0.0%	5.6%	19.1%	0.0%	18.7%	0.0%	2.4%
Belgium	51.3%	0.0%	0.0%	9.0%	16.4%	1.1%	11.7%	0.1%	10.4%
Denmark	54.6%	0.0%	0.0%	1.9%	19.9%	0.0%	7.6%	0.0%	16.0%
Finland	46.9%	0.0%	0.0%	2.6%	33.4%	0.0%	10.9%	0.0%	6.1%
France	57.6%	0.0%	0.0%	7.0%	19.4%	0.4%	8.9%	0.0%	6.6%
Germany	61.2%	0.1%	0.0%	7.1%	13.2%	0.2%	9.5%	0.0%	8.8%
Ireland	46.7%	0.0%	0.0%	3.9%	15.7%	2.6%	28.5%	0.8%	1.7%
Italy	50.4%	0.0%	0.2%	10.5%	22.9%	1.2%	7.8%	1.3%	5.7%
Netherlands	58.0%	0.2%	0.0%	7.3%	12.0%	1.0%	14.4%	0.2%	7.0%
Norway	49.7%	1.4%	0.0%	8.6%	16.1%	0.0%	12.5%	1.5%	10.2%
Portugal	35.8%	0.0%	1.0%	2.1%	32.9%	1.0%	19.5%	1.1%	6.7%
Russian Fed	26.7%	0.0%	0.0%	13.0%	32.8%	0.0%	17.0%	0.0%	10.6%
Spain	40.6%	0.0%	0.0%	13.5%	27.8%	0.0%	9.0%	0.0%	9.0%
Sweden	48.5%	0.0%	0.0%	4.0%	21.5%	0.0%	11.7%	1.1%	13.2%
Switzerland	58.7%	0.0%	0.0%	6.6%	14.2%	0.0%	13.7%	0.2%	6.7%
Turkey	31.3%	0.0%	0.0%	5.4%	43.4%	2.4%	8.6%	0.0%	8.8%
UK	44.6%	0.2%	0.0%	4.9%	13.2%	0.2%	30.5%	0.2%	6.3%
Other Europe	35.5%	0.0%	0.0%	12.0%	31.2%	0.0%	13.2%	0.0%	8.1%
Middle East	34.9%	0.0%	0.0%	5.1%	25.5%	0.0%	26.3%	0.0%	8.2%
UAE	22.3%	0.0%	0.0%	2.2%	33.6%	0.0%	37.0%	0.0%	4.9%
Other Middle East	36.95%	0.0%	0.0%	5.6%	24.1%	0.0%	24.6%	0.0%	8.7%
North America	50.8%	0.0%	0.0%	4.9%	13.7%	0.2%	17.4%	0.8%	12.2%
Canada	56.0%	0.0%	0.0%	5.3%	11.5%	0.0%	20.7%	0.2%	6.4%
USA	49.5%	0.0%	0.0%	4.8%	14.3%	0.3%	16.6%	1.0%	13.6%
Total	13.7%	5.3%	20.5%	13.6%	7.4%	3.8%	26.4%	0.6%	8.7%

APPENDIX

PURPOSE OF VISIT (CATEGORIES)									
Q4 2019									
	Holiday	Shopping personal	Shopping business	Business traveller	MICE	Medical	VFR	Religion	Other
Africa	8,2%	17,2%	12,7%	0,8%	2,1%	1,0%	49,6%	1,6%	6,9%
Botswana	12,9%	8,3%	24,1%	1,0%	1,6%	1,2%	31,4%	6,0%	13,5%
Lesotho	1,5%	4,1%	1,1%	0%	1,1%	1,0%	76,7%	1,1%	13,4%
Malawi	7,6%	3,5%	40,4%	0,7%	2,0%	0,0%	36,1%	2,6%	7,0%
Mozambique	7,6%	2,5%	1,9%	0,3%	0,2%	1,1%	83,7%	0,7%	2,1%
Namibia	26,8%	1,7%	12,5%	2,2%	5,8%	4,7%	20,8%	0,4%	25,1%
Swaziland	15,0%	1,8%	1,5%	0,2%	1,8%	1,0%	75,0%	1,5%	2,2%
Zambia	8,2%	1,3%	56,3%	3,5%	4,1%	0,7%	16,3%	0,4%	9,2%
Zimbabwe	4,9%	49,0%	23,1%	0,7%	2,3%	0,2%	16,4%	1,3%	2,0%
Angola	31,8%	0,5%	1,4%	5,6%	7,8%	14,6%	26,5%	0,0%	11,7%
Democratic Republic of Congo	18,4%	0,0%	0,0%	10,3%	3,1%	7,2%	39,9%	0,0%	21,0%
Ethiopia	13,3%	0,0%	6,2%	5,0%	20,0%	5,0%	50,6%	0,0%	0,0%
Ghana	14,1%	0,0%	0,0%	5,3%	21,0%	0,0%	35,4%	3,6%	20,5%
Kenya	21,9%	0,0%	0,0%	9,0%	9,9%	1,8%	20,0%	0,0%	37,5%
Nigeria	22,6%	0,0%	0,0%	14,1%	21,2%	0,0%	13,4%	1,3%	27,3%
Tanzania	18,6%	0,0%	2,5%	9,1%	7,5%	5,8%	27,8%	0,0%	28,7%
Uganda	23,6%	0,0%	0,0%	4,6%	16,9%	0,0%	36,8%	0,0%	18,1%
Other Africa	34,6%	10,5%	0,0%	50,0%	51,2%	0,0%	50,5%	100,0%	40,1%
Asia	28,3%	0,0%	0,1%	19,6%	20,9%	0,3%	19,8%	0,0%	11,0%
China including Hong Kong	50,7%	0,0%	0,0%	0,0%	4,1%	0,0%	11,3%	0,50	33,9%
India	35,1%	0,0%	0,0%	20,1%	29,7%	0,0%	1,6%	0,0%	13,5%
Japan	31,4%	0,0%	0,0%	28,2%	16,3%	0,0%	23,5%	0,0%	0,6%
Malaysia	39,6%	0,0%	0,0%	3,8%	0,0%	0,0%	37,5%	0,0%	19,1%
Singapore	61,9%	0,0%	0,0%	4,2%	4,2%	0,0%	29,8%	0,0%	0,0%
South Korea	48,1%	0,0%	0,0%	9,9%	26,0%	0,0%	16,1%	0,0%	0,0%
Other Asia	48,3%	0,0%	0,4%	31,6%	40,1%	1,1%	66,6%	0,0%	18,6%
Australasia	42,3%	0,7%	0,0%	4,0%	2,6%	0,0%	45,1%	0,0%	5,4%
Australia	42,1%	0,0%	0,0%	4,0%	2,5%	0,0%	47,8%	0,0%	3,7%
New Zealand	43,2%	4,0%	0,0%	4,0%	3,3%	0,0%	31,3%	0,0%	14,2%
Other Australasia	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Central & South America	68,4%	0,0%	0,0%	4,5%	9,9%	0,0%	5,9%	0,0%	11,3%
Argentina	82,7%	0,0%	0,0%	6,1%	0,0%	0,0%	11,2%	0,0%	0,0%
Brazil	69,4%	0,0%	0,0%	3,6%	11,7%	0,0%	3,6%	0,0%	11,7%
Chile	66,8%	0,0%	0,0%	0,0%	9,2%	0,0%	14,8%	0,0%	9,2%
Other Central & South America	74,1%	0,0%	0,0%	62,7%	100,0%	0,0%	100,0%	0,0%	50,8%
Europe	61,1%	0,0%	0,1%	9,4%	6,9%	0,2%	15,6%	0,3%	6,4%
Austria	72,2%	0,0%	0,0%	5,0%	12,4%	0,0%	5,2%	0,0%	5,2%
Belgium	60,8%	0,0%	0,4%	8,0%	1,2%	0,0%	10,0%	1,8%	17,9%
Denmark	72,6%	0,0%	0,0%	1,0%	8,7%	0,0%	16,7%	0,0%	1,0%
Finland	84,1%	0,0%	0,0%	1,6%	9,6%	0,0%	0,0%	0,0%	4,6%
France	70,4%	0,0%	0,0%	6,6%	8,7%	0,3%	8,4%	0,0%	5,5%
Germany	72,1%	0,0%	0,0%	9,5%	3,5%	0,0%	7,6%	0,2%	7,0%
Ireland	54,5%	0,0%	0,0%	8,0%	5,8%	0,0%	28,7%	1,6%	1,6%
Italy	54,0%	0,0%	0,0%	25,1%	9,8%	1,5%	5,4%	0,0%	4,2%
Netherlands	67,1%	0,0%	0,0%	9,2%	5,2%	0,3%	12,7%	0,0%	5,6%
Norway	42,9%	0,0%	0,0%	15,4%	4,3%	0,0%	14,6%	4,1%	18,6%
Portugal	51,7%	0,0%	0,0%	7,8%	11,3%	1,3%	26,0%	0,0%	1,9%
Russian Fed	23,4%	0,0%	0,0%	31,1%	23,2%	0,0%	21,2%	0,0%	1,1%
Spain	59,5%	0,0%	0,0%	15,6%	8,9%	0,0%	12,8%	0,0%	3,2%
Sweden	50,6%	0,0%	0,0%	5,1%	7,7%	0,0%	9,7%	2,7%	24,1%
Switzerland	58,2%	0,0%	0,0%	13,8%	8,3%	0,0%	13,8%	0,0%	5,9%
Turkey	44,4%	0,0%	0,0%	16,3%	15,6%	0,0%	4,1%	0,0%	19,6%
UK	53,3%	0,0%	0,2%	7,3%	6,6%	0,3%	28,6%	0,0%	3,6%
Other Europe	51,1%	0,0%	0,0%	23,3%	33,1%	0,0%	41,3%	0,0%	11,6%
Middle East	67,0%	0,0%	0,0%	3,4%	3,7%	0,0%	22,4%	0,0%	3,6%
UAE	22,2%	0,0%	0,0%	12,7%	8,3%	0,0%	53,7%	0,0%	3,0%
Other Middle East	66,2%	0,0%	0,0%	3,9%	13,9%	0,0%	33,4%	0,0%	58,3%
North America	56,6%	0,0%	0,1%	8,5%	7,9%	0,4%	15,4%	1,9%	9,1%
Canada	57,5%	0,0%	0,0%	6,1%	10,2%	0,0%	18,9%	0,0%	7,2%
USA	56,4%	0,0%	0,1%	9,1%	7,4%	0,5%	14,6%	2,4%	9,6%
Total	47,4%	8,9%	3,2%	7,2%	7,7%	0,5%	24,8%	1,3%	7,7%

APPENDIX

Purpose of Visit (Category)									
	Q4 2018								
	Holiday	Shopping personal	Shopping business	Business traveller	MICE	Medical	VFR	Religion	Other
Africa	10,3%	16,5%	12,9%	1,5%	2,4%	1,0%	46,1%	1,8%	7,5%
Botswana	9,7%	5,2%	35,3%	3,4%	2,2%	0,8%	30,1%	4,9%	8,4%
Lesotho	2,6%	2,5%	1,6%	0,1%	0,6%	1,0%	74,8%	1,4%	15,4%
Malawi	13,6%	6,6%	37,0%	0,8%	2,8%	0,1%	30,0%	3,6%	5,4%
Mozambique	20,2%	3,7%	3,2%	0,5%	0,6%	1,0%	68,3%	1,0%	1,6%
Namibia	9,4%	4,2%	28,8%	3,0%	7,3%	1,6%	26,6%	0,7%	18,4%
Swaziland	8,4%	1,7%	4,1%	0,1%	1,6%	0,9%	75,7%	2,6%	4,8%
Zambia	3,7%	1,8%	52,4%	4,5%	6,2%	0,2%	20,7%	1,8%	8,8%
Zimbabwe	9,6%	49,0%	16,8%	1,1%	2,2%	0,8%	16,8%	0,9%	2,8%
Angola	23,3%	1,0%	0,8%	9,4%	13,4%	5,4%	20,8%	0,6%	25,3%
Democratic Republic of Congo	20,7%	0,0%	0,7%	12,8%	4,2%	6,5%	27,7%	5,0%	22,3%
Ethiopia	9,1%	1,3%	0,0%	6,6%	21,5%	1,3%	21,8%	4,9%	33,6%
Ghana	13,3%	1,2%	0,0%	13,5%	22,8%	1,1%	19,7%	1,3%	27,0%
Kenya	14,6%	0,7%	0,0%	13,2%	34,0%	0,0%	5,2%	2,9%	29,4%
Nigeria	26,7%	0,4%	0,0%	8,5%	17,6%	1,5%	16,8%	1,5%	26,9%
Tanzania	12,3%	1,0%	0,0%	15,4%	19,1%	2,6%	14,1%	0,8%	34,7%
Uganda	8,4%	2,0%	0,0%	8,4%	22,0%	1,4%	16,6%	2,0%	39,1%
Other Africa	20,9%	1,2%	1,8%	15,5%	18,4%	3,6%	11,8%	0,7%	26,2%
Asia	29,1%	0,3%	0,2%	19,9%	19,0%	0,0%	19,6%	0,3%	11,6%
China including Hong Kong	29,3%	0,6%	0,6%	21,6%	16,1%	0,0%	25,0%	0,0%	6,7%
India	24,2%	0,0%	0,0%	25,3%	24,3%	0,0%	11,2%	0,9%	14,1%
Japan	38,4%	0,0%	0,0%	15,2%	18,2%	0,0%	13,8%	0,0%	14,5%
Malaysia	37,2%	0,0%	0,0%	16,3%	8,0%	0,0%	21,9%	0,0%	16,7%
Singapore	44,1%	0,0%	0,0%	14,1%	23,8%	0,0%	17,9%	0,0%	0,0%
South Korea	30,2%	0,0%	0,0%	9,0%	14,4%	0,0%	33,7%	1,5%	11,3%
Other Asia	26,9%	0,3%	0,0%	15,0%	18,2%	0,0%	22,4%	0,0%	17,1%
Australasia	35,6%	0,0%	0,0%	7,9%	5,9%	0,4%	42,3%	0,7%	7,1%
Australia	35,4%	0,0%	0,0%	7,2%	5,7%	0,5%	43,2%	0,8%	7,1%
New Zealand	37,2%	0,0%	0,0%	12,0%	7,6%	0,0%	37,1%	0,0%	6,1%
Other Australasia	0,0%	0,0%	0,0%	0,0%	4,0%	0,0%	0,0%	0,0%	96,0%
South America	60,2%	0,0%	0,0%	8,3%	8,5%	0,1%	8,2%	0,3%	14,4%
Argentina	53,7%	0,0%	0,0%	8,2%	8,2%	0,0%	8,2%	1,7%	20,1%
Brazil	64,5%	0,0%	0,0%	6,5%	9,9%	0,0%	6,7%	0,0%	12,4%
Chile	51,3%	0,0%	0,0%	2,4%	0,0%	3,2%	18,8%	0,0%	24,2%
Other Central & South America	48,0%	0,0%	0,0%	19,9%	4,3%	0,0%	12,7%	0,1%	15,0%
Europe	58,6%	0,0%	0,0%	10,3%	7,7%	0,1%	17,1%	0,1%	6,1%
Austria	54,2%	0,0%	0,0%	11,2%	15,8%	0,0%	13,2%	0,0%	5,6%
Belgium	64,4%	0,0%	0,0%	9,8%	7,5%	0,6%	13,2%	0,0%	4,6%
Denmark	53,7%	0,0%	0,0%	12,6%	6,0%	0,9%	13,4%	0,9%	12,5%
Finland	63,1%	0,0%	0,0%	13,8%	15,4%	0,0%	4,7%	0,0%	3,1%
France	63,3%	0,2%	0,0%	12,1%	8,7%	0,2%	9,2%	0,2%	6,1%
Germany	71,0%	0,0%	0,0%	8,7%	3,8%	0,0%	11,1%	0,0%	5,4%
Ireland	60,0%	0,0%	0,0%	11,2%	2,1%	0,0%	25,8%	0,0%	1,0%
Italy	52,0%	0,0%	0,0%	14,5%	12,6%	0,0%	12,3%	0,4%	8,1%
Netherlands	59,9%	0,0%	0,0%	11,2%	6,3%	0,2%	17,0%	0,0%	5,4%
Norway	56,7%	0,0%	0,0%	10,9%	7,1%	1,5%	14,1%	0,0%	9,7%
Portugal	43,5%	0,0%	0,0%	11,0%	20,3%	0,0%	15,0%	0,0%	10,2%
Russian Fed	52,2%	0,0%	0,0%	16,6%	11,9%	0,0%	11,6%	1,6%	6,0%
Spain	48,5%	0,0%	0,0%	22,4%	15,6%	0,0%	6,4%	0,0%	7,2%
Sweden	50,7%	0,0%	0,0%	14,8%	10,1%	0,0%	17,4%	0,0%	7,0%
Switzerland	67,6%	0,0%	0,0%	6,0%	4,8%	0,0%	14,1%	0,0%	7,5%
Turkey	49,9%	0,0%	0,0%	15,4%	14,7%	0,0%	13,3%	0,0%	6,7%
UK	49,3%	0,1%	0,0%	8,0%	7,6%	0,2%	28,6%	0,3%	5,9%
Other Europe	47,0%	0,0%	0,0%	15,0%	16,2%	0,0%	14,9%	0,0%	6,9%
Middle East	41,6%	0,0%	0,0%	14,3%	11,7%	0,2%	24,0%	0,0%	8,2%
UAE	18,6%	0,0%	0,0%	9,8%	11,4%	4,5%	52,9%	0,0%	2,8%
Other Middle East	42,5%	0,0%	0,0%	14,4%	11,7%	0,0%	22,9%	0,0%	8,4%
North America	53,2%	0,2%	0,0%	9,5%	7,0%	0,2%	19,3%	1,9%	8,6%
Canada	56,4%	0,0%	0,0%	8,8%	5,8%	0,4%	22,3%	0,0%	6,3%
USA	52,5%	0,3%	0,0%	9,6%	7,3%	0,2%	18,7%	2,3%	9,2%
Total	21,5%	12,3%	9,5%	4,0%	4,1%	0,8%	39,0%	1,4%	7,5%

APPENDIX

	Q4 2020							
	15 - 17	18 - 24	25 - 30	31 - 35	35 - 40	41 - 50	51 - 60	60+
Africa	0.3%	4.0%	8.7%	9.4%	16.4%	20.9%	6.2%	1.8%
Botswana	0.0%	0.3%	6.5%	10.3%	19.5%	24.0%	5.9%	1.6%
Lesotho	2.3%	14.8%	14.7%	10.2%	14.4%	18.5%	4.3%	2.0%
Malawi	0.0%	0.0%	2.7%	2.7%	13.4%	32.2%	3.8%	3.1%
Mozambique	0.2%	7.0%	10.4%	13.4%	20.4%	20.7%	6.2%	0.8%
Namibia	0.0%	1.7%	10.5%	13.9%	15.7%	8.6%	2.1%	2.8%
Swaziland	0.4%	4.4%	20.1%	15.2%	12.3%	14.7%	3.3%	0.7%
Zambia	0.0%	0.0%	4.3%	4.3%	14.0%	21.2%	11.3%	0.0%
Zimbabwe	0.0%	0.4%	4.7%	6.5%	17.7%	27.2%	8.8%	3.1%
Angola	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Democratic Republic of Congo	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ethiopia	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ghana	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Kenya	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Nigeria	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Tanzania	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Uganda	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other Africa	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Asia	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
China including Hong Kong	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
India	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Japan	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Malaysia	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Singapore	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
South Korea	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other Asia	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Australasia	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Australia	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
New Zealand	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other Australasia	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
South America	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Argentina	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Brazil	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Chile	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other Central & South America	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Europe	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Austria	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Belgium	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Denmark	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Finland	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
France	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Germany	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ireland	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Italy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Netherlands	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Norway	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Portugal	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Russian Fed	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Spain	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sweden	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Switzerland	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Turkey	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
UK	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other Europe	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Middle East	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
UAE	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other Middle East	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
North America	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Canada	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
USA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	0.3%	3.4%	7.4%	8.0%	13.9%	17.8%	5.3%	1.6%

APPENDIX

	Q4 2019					
	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 99
Africa	19,1%	39,6%	28,1%	9,4%	2,6%	0,6%
Botswana	9,9%	35,6%	37,6%	12,2%	3,6%	0,7%
Lesotho	39,9%	39,2%	16,6%	3,0%	0,6%	0,0%
Malawi	2,8%	46,1%	28,3%	15,0%	5,8%	1,3%
Mozambique	22,4%	46,9%	25,0%	4,0%	0,7%	0,6%
Namibia	32,4%	25,4%	21,8%	8,7%	4,8%	3,6%
Swaziland	23,0%	50,1%	19,7%	5,7%	0,9%	0,2%
Zambia	5,9%	31,4%	42,2%	13,3%	6,2%	1,0%
Zimbabwe	7,0%	34,3%	36,9%	16,2%	4,2%	0,9%
Angola	16,4%	36,4%	34,7%	10,9%	0,3%	1,0%
Democratic Republic of Congo	13,9%	21,5%	36,3%	14,5%	10,9%	2,9%
Ethiopia	0,0%	33,0%	22,5%	4,9%	22,9%	17,3%
Ghana	34,1%	32,1%	24,9%	3,5%	2,7%	0,0%
Kenya	8,4%	37,2%	42,5%	5,4%	4,7%	0,0%
Nigeria	5,6%	17,8%	60,2%	7,6%	3,5%	1,6%
Tanzania	20,3%	41,1%	21,0%	11,8%	5,9%	0,0%
Uganda	7,5%	48,4%	20,4%	16,9%	6,7%	0,0%
Other Africa	30,8%	51,2%	44,5%	48,1%	33,8%	0,0%
Asia	11,1%	43,3%	20,9%	13,4%	8,0%	3,1%
China including Hong Kong	33,9%	45,2%	4,1%	1,4%	15,4%	0,0%
India	5,4%	41,2%	19,2%	18,9%	12,4%	2,9%
Japan	16,3%	29,3%	24,2%	15,1%	15,1%	0,0%
Malaysia	19,1%	39,6%	0,0%	17,9%	6,6%	16,8%
Singapore	12,6%	40,4%	0,0%	20,8%	6,2%	17,9%
South Korea	0,0%	79,5%	0,0%	20,5%	0,0%	0,0%
Other Asia	33,6%	52,9%	34,1%	24,9%	30,9%	2,5%
Australasia	19,0%	24,5%	25,5%	14,5%	8,8%	15,8%
Australia	16,9%	23,3%	26,5%	14,7%	9,9%	6,5%
New Zealand	29,4%	30,6%	20,8%	13,9%	3,1%	2,3%
Other Australasia	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
South America	13,9%	50,6%	23,8%	6,4%	4,3%	0,0%
Argentina	5,1%	83,7%	11,2%	0,0%	0,0%	0,0%
Brazil	16,2%	45,0%	26,1%	7,2%	5,4%	0,0%
Chile	0,0%	42,9%	18,4%	14,7%	0,0%	0,0%
Other Central & South America	63,5%	100,0%	91,0%	100,0%	0,0%	0,0%
Europe	12,3%	32,6%	17,6%	15,5%	12,6%	8,0%
Austria	15,8%	38,9%	17,0%	14,7%	11,3%	0,8%
Belgium	22,9%	29,5%	8,0%	22,5%	5,3%	9,1%
Denmark	17,2%	39,0%	14,4%	7,2%	11,9%	10,4%
Finland	11,2%	29,8%	11,2%	6,2%	8,3%	21,0%
France	8,4%	41,4%	14,5%	13,2%	10,4%	10,5%
Germany	14,4%	34,6%	13,9%	17,4%	12,7%	5,8%
Ireland	12,5%	29,9%	20,6%	15,4%	12,1%	5,4%
Italy	5,7%	32,6%	29,8%	15,4%	15,0%	1,1%
Netherlands	13,0%	29,3%	17,2%	14,5%	15,1%	10,4%
Norway	21,7%	40,0%	13,5%	5,2%	15,4%	4,1%
Portugal	12,4%	43,1%	27,7%	5,8%	8,1%	0,0%
Russian Fed	11,2%	33,4%	24,5%	18,1%	6,9%	5,8%
Spain	6,6%	36,3%	30,1%	10,6%	12,0%	4,4%
Sweden	15,8%	30,7%	18,3%	15,3%	11,1%	5,6%
Switzerland	11,3%	30,3%	18,8%	22,9%	8,8%	7,6%
Turkey	22,7%	24,2%	29,0%	12,9%	11,3%	0,0%
UK	9,9%	28,0%	18,7%	15,4%	14,9%	10,9%
Other Europe	23,0%	58,3%	47,0%	20,1%	14,5%	7,6%
Middle East	4,8%	54,6%	8,9%	9,7%	12,2%	5,5%
UAE	18,3%	30,4%	24,0%	24,0%	3,2%	0,0%
Other Middle East	59,6%	46,1%	13,4%	22,8%	36,0%	7,6%
North America	12,7%	30,2%	16,9%	14,8%	13,1%	11,9%
Canada	14,4%	27,0%	15,2%	11,3%	12,5%	19,2%
USA	12,3%	30,8%	17,3%	15,6%	13,2%	10,3%
Total	13,3%	39,3%	20,3%	11,9%	8,8%	5,8%

APPENDIX

	Q4 2018						
	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 99	Refused
Africa	19,4%	41,1%	27,3%	8,8%	2,2%	0,5%	0,7%
Botswana	9,6%	37,9%	38,6%	10,6%	2,4%	0,5%	0,4%
Lesotho	42,9%	43,4%	11,7%	1,3%	0,2%	0,0%	0,4%
Malawi	9,1%	36,9%	39,9%	10,3%	1,7%	0,1%	1,8%
Mozambique	22,0%	44,6%	27,3%	4,7%	0,9%	0,3%	0,2%
Namibia	8,7%	36,9%	26,1%	16,9%	6,3%	3,8%	1,4%
Swaziland	23,5%	46,6%	23,1%	5,9%	0,5%	0,0%	0,5%
Zambia	9,2%	35,3%	33,5%	15,1%	2,7%	0,2%	3,9%
Zimbabwe	7,5%	39,0%	34,0%	14,2%	4,0%	0,8%	0,5%
Angola	18,3%	33,2%	29,2%	10,6%	7,2%	0,0%	1,4%
Democratic Republic of Congo	16,5%	18,4%	28,6%	21,5%	8,6%	3,6%	2,9%
Ethiopia	18,2%	33,1%	21,1%	15,7%	2,9%	4,5%	4,5%
Ghana	12,3%	29,4%	38,4%	11,4%	5,0%	0,0%	3,6%
Kenya	7,5%	31,7%	31,3%	14,0%	5,6%	1,7%	8,2%
Nigeria	6,0%	34,6%	30,5%	15,3%	7,4%	1,0%	5,1%
Tanzania	14,2%	39,1%	23,6%	13,6%	5,0%	1,5%	3,0%
Uganda	12,7%	41,6%	21,6%	14,1%	5,9%	1,4%	2,7%
Other Africa	12,3%	29,4%	23,1%	22,7%	7,8%	2,9%	1,6%
Asia	10,6%	39,6%	25,2%	11,2%	6,9%	3,6%	2,9%
China including Hong Kong	10,9%	40,0%	25,4%	12,1%	6,9%	2,0%	2,7%
India	10,2%	45,0%	23,1%	8,7%	6,2%	3,9%	2,8%
Japan	13,7%	28,9%	31,7%	6,9%	10,5%	5,2%	3,0%
Malaysia	13,4%	41,0%	20,8%	9,4%	7,8%	3,8%	3,8%
Singapore	15,3%	35,9%	21,1%	20,7%	2,7%	0,0%	4,3%
South Korea	11,2%	34,9%	27,8%	9,9%	10,4%	1,3%	4,5%
Other Asia	7,2%	37,9%	25,1%	15,1%	5,5%	6,7%	2,4%
Australasia	14,0%	23,8%	15,1%	19,8%	16,9%	8,0%	2,4%
Australia	13,2%	24,8%	14,6%	20,0%	16,7%	8,3%	2,6%
New Zealand	19,4%	18,0%	19,0%	18,8%	18,1%	5,6%	1,1%
Other Australasia	0,0%	4,0%	0,0%	0,0%	96,0%	0,0%	0,0%
South America	12,6%	50,3%	20,8%	8,2%	4,6%	2,0%	1,6%
Argentina	11,8%	48,4%	20,2%	10,0%	3,1%	3,4%	3,2%
Brazil	12,6%	51,3%	22,8%	7,5%	4,9%	0,9%	0,0%
Chile	11,3%	52,4%	18,8%	3,2%	8,6%	2,4%	3,2%
Other Central & South America	14,3%	46,5%	11,6%	11,1%	3,2%	5,7%	7,6%
Europe	10,7%	32,5%	16,1%	15,6%	13,8%	9,4%	1,9%
Austria	11,1%	31,1%	16,9%	18,8%	13,2%	5,5%	3,3%
Belgium	12,1%	31,6%	17,3%	15,5%	15,5%	5,8%	2,3%
Denmark	18,9%	15,4%	15,0%	16,4%	15,4%	15,8%	3,1%
Finland	7,7%	32,4%	10,7%	24,7%	7,6%	12,2%	4,6%
France	10,3%	32,4%	14,0%	14,9%	15,5%	11,9%	1,0%
Germany	13,1%	37,9%	14,6%	13,7%	11,7%	7,2%	1,9%
Ireland	10,2%	31,5%	17,1%	18,0%	13,2%	9,2%	0,9%
Italy	11,6%	33,7%	18,0%	19,5%	10,5%	5,3%	1,4%
Netherlands	11,2%	35,4%	11,4%	14,5%	15,1%	10,9%	1,5%
Norway	15,6%	27,3%	7,1%	19,2%	17,4%	13,5%	0,0%
Portugal	13,7%	32,3%	23,3%	16,4%	9,4%	2,4%	2,6%
Russian Fed	11,8%	31,5%	28,6%	11,6%	6,4%	6,3%	3,8%
Spain	5,1%	36,6%	29,9%	13,2%	7,6%	3,9%	3,7%
Sweden	10,2%	28,0%	19,4%	16,4%	14,3%	10,8%	1,0%
Switzerland	8,1%	36,1%	16,0%	19,3%	9,8%	7,6%	3,1%
Turkey	10,9%	37,3%	21,5%	4,6%	16,6%	9,1%	0,0%
UK	8,6%	27,8%	16,1%	16,5%	16,9%	12,2%	1,9%
Other Europe	8,6%	35,8%	26,7%	13,7%	9,2%	3,8%	2,3%
Middle East	10,6%	33,3%	18,9%	17,0%	5,6%	11,6%	3,1%
UAE	4,1%	33,8%	17,9%	17,9%	7,0%	11,1%	8,2%
Other Middle East	10,9%	33,3%	18,9%	16,9%	5,5%	11,6%	2,9%
North America	10,9%	25,1%	15,1%	15,9%	15,4%	15,4%	2,1%
Canada	6,3%	22,8%	15,8%	18,2%	17,9%	17,6%	1,4%
USA	11,9%	25,7%	15,0%	15,4%	14,9%	15,0%	2,2%
Other	19,4%	41,1%	27,3%	8,8%	2,2%	0,5%	0,7%

APPENDIX

	Q4 2020				
	First timers	2 - 3 times	4 - 5 times	6 - 9 times	10 times or more
Africa	3.5%	8.9%	7.4%	7.7%	36.3%
Botswana	0.5%	4.0%	2.4%	3.4%	46.2%
Lesotho	1.6%	1.5%	3.3%	1.4%	11.0%
Malawi	4.8%	8.2%	6.5%	6.9%	59.2%
Mozambique	4.4%	16.0%	12.7%	7.7%	9.7%
Namibia	2.1%	11.2%	14.5%	21.3%	49.9%
Swaziland	0.4%	4.4%	3.3%	6.1%	65.6%
Zambia	3.9%	5.3%	3.5%	10.4%	52.9%
Zimbabwe	1.6%	4.9%	4.6%	7.3%	52.5%
Angola	18.8%	24.4%	15.9%	17.3%	23.6%
Democratic Republic of Congo	23.7%	33.0%	14.8%	5.8%	22.7%
Ethiopia	19.1%	31.5%	25.2%	10.7%	13.5%
Ghana	36.6%	26.2%	14.8%	13.3%	9.0%
Kenya	27.1%	31.0%	10.0%	11.3%	20.6%
Nigeria	37.8%	23.2%	18.6%	10.1%	10.3%
Tanzania	18.5%	36.1%	17.3%	17.7%	10.3%
Uganda	29.4%	35.8%	20.7%	11.4%	2.7%
Other Africa	30.2%	33.9%	16.8%	12.5%	6.6%
Asia	48.6%	27.9%	14.0%	5.8%	3.7%
China including Hong Kong	44.2%	28.1%	14.3%	8.4%	4.9%
India	51.8%	24.1%	13.1%	6.7%	4.2%
Japan	46.2%	25.6%	11.2%	11.5%	5.5%
Malaysia	36.5%	37.1%	11.3%	9.2%	5.8%
Singapore	50.8%	29.3%	8.4%	3.1%	8.4%
South Korea	40.1%	36.5%	12.2%	5.9%	5.3%
Other Asia	49.4%	29.0%	15.0%	3.9%	2.7%
Australasia	39.2%	25.8%	12.1%	14.2%	8.7%
Australia	38.5%	24.3%	13.4%	15.3%	8.5%
New Zealand	41.3%	30.8%	7.7%	10.5%	9.7%
Other Australasia	0.0%	0.0%	0.0%	0.0%	0.0%
South America	63.5%	24.0%	5.5%	4.0%	3.0%
Argentina	65.2%	23.8%	4.8%	3.1%	3.1%
Brazil	58.7%	27.2%	6.3%	4.9%	2.9%
Chile	69.7%	11.9%	12.1%	4.8%	1.5%
Other Central & South America	71.9%	19.4%	2.7%	2.3%	3.7%
Europe	54.9%	20.8%	9.8%	7.2%	7.2%
Austria	64.9%	18.4%	9.2%	3.4%	4.1%
Belgium	52.9%	24.5%	8.2%	5.1%	9.4%
Denmark	69.1%	16.2%	5.8%	4.8%	4.2%
Finland	74.5%	16.5%	2.5%	4.0%	2.5%
France	68.6%	16.4%	7.5%	3.2%	4.2%
Germany	61.7%	19.8%	8.1%	6.1%	4.4%
Ireland	54.6%	17.1%	10.3%	12.4%	5.6%
Italy	58.5%	22.4%	8.6%	2.1%	8.5%
Netherlands	55.8%	20.2%	10.8%	5.6%	7.7%
Norway	56.3%	27.7%	1.0%	7.0%	8.0%
Portugal	56.4%	22.9%	10.8%	3.6%	6.2%
Russian Fed	58.4%	27.9%	7.7%	4.4%	1.7%
Spain	65.4%	19.6%	4.0%	6.3%	4.7%
Sweden	72.9%	14.9%	7.0%	2.0%	3.1%
Switzerland	60.3%	19.8%	8.1%	7.0%	4.8%
Turkey	54.0%	22.9%	7.6%	4.4%	11.3%
UK	41.0%	22.1%	13.2%	11.8%	11.8%
Other Europe	58.2%	23.7%	9.9%	4.9%	3.2%
Middle East	41.6%	30.3%	12.7%	9.9%	5.5%
JAE	23.0%	42.4%	18.7%	5.9%	9.9%
Other Middle East	44.6%	28.4%	11.8%	10.5%	4.8%
North America	64.5%	17.8%	7.8%	5.3%	4.5%
Canada	67.6%	14.4%	7.2%	3.5%	7.3%
USA	63.7%	18.7%	8.0%	5.7%	3.8%
Total	11.4%	10.8%	7.8%	7.6%	31.7%

APPENDIX

	Q4 2019				
	First timers	2 - 3 times	4 - 5 times	6 - 9 times	10 times or more
Africa	5,9%	8,4%	7,5%	8,7%	37,5%
Botswana	2,1%	3,7%	5,9%	3,6%	28,6%
Lesotho	0,4%	3,1%	2,2%	3,4%	51,8%
Malawi	11,9%	13,7%	7,3%	12,5%	34,2%
Mozambique	13,0%	14,5%	7,2%	7,6%	13,8%
Namibia	5,9%	18,3%	18,2%	16,9%	37,1%
Swaziland	1,0%	3,8%	7,8%	14,4%	43,5%
Zambia	4,5%	4,9%	7,6%	10,6%	40,1%
Zimbabwe	5,8%	9,3%	10,1%	10,7%	43,6%
Angola	22,8%	30,4%	12,6%	7,6%	26,6%
Democratic Republic of Congo	11,2%	28,3%	7,0%	25,5%	28,0%
Ethiopia	15,0%	13,4%	27,1%	9,8%	34,7%
Ghana	70,6%	9,8%	0,9%	6,2%	12,5%
Kenya	25,0%	14,3%	18,8%	4,7%	37,1%
Nigeria	33,9%	14,3%	22,5%	10,5%	18,9%
Tanzania	16,1%	39,5%	21,0%	11,8%	11,7%
Uganda	42,4%	22,8%	6,7%	9,1%	19,0%
Other Africa	57,5%	70,9%	13,6%	33,3%	62,3%
Asia	54,8%	17,9%	9,8%	7,5%	10,0%
China including Hong Kong	50,7%	38,0%	0,0%	0,0%	11,3%
India	67,5%	12,8%	6,8%	8,9%	4,1%
Japan	61,2%	15,1%	0,0%	0,0%	23,6%
Malaysia	43,4%	21,9%	3,8%	0,0%	30,8%
Singapore	61,9%	12,5%	4,2%	11,0%	10,3%
South Korea	31,2%	33,7%	10,6%	14,6%	9,9%
Other Asia	72,1%	45,1%	40,9%	11,5%	7,7%
Australasia	41,8%	16,3%	14,6%	19,3%	8,0%
Australia	41,3%	15,6%	15,3%	18,9%	8,8%
New Zealand	44,5%	19,7%	10,7%	21,2%	4,0%
Other Australasia	0,0%	0,0%	0,0%	0,0%	0,0%
South America	71,3%	16,5%	3,5%	2,9%	5,8%
Argentina	88,8%	11,2%	0,0%	0,0%	0,0%
Brazil	70,3%	15,3%	3,6%	3,6%	7,2%
Chile	61,3%	23,9%	14,7%	0,0%	0,0%
Other Central & South America	95,8%	62,7%	0,0%	0,0%	0,0%
Europe	58,8%	18,0%	7,3%	8,2%	7,7%
Austria	63,1%	23,5%	7,4%	4,5%	1,5%
Belgium	61,9%	17,8%	7,5%	3,9%	8,9%
Denmark	72,9%	8,5%	3,7%	13,5%	1,4%
Finland	75,8%	21,0%	3,2%	0,0%	0,0%
France	74,4%	13,0%	2,5%	4,7%	5,4%
Germany	62,3%	20,4%	5,5%	8,0%	3,8%
Ireland	60,4%	13,8%	8,0%	12,1%	5,6%
Italy	61,8%	14,8%	8,2%	3,6%	11,7%
Netherlands	59,0%	17,9%	8,4%	6,3%	8,4%
Norway	59,1%	15,7%	2,5%	5,0%	17,7%
Portugal	41,4%	26,5%	6,7%	6,4%	18,9%
Russian Fed	60,0%	22,9%	11,5%	1,1%	4,6%
Spain	65,2%	13,4%	7,1%	5,7%	8,7%
Sweden	77,7%	14,3%	1,1%	2,3%	4,6%
Switzerland	51,0%	20,2%	5,8%	8,6%	14,4%
Turkey	55,2%	15,8%	0,0%	11,2%	17,8%
UK	47,6%	17,8%	11,2%	12,4%	11,0%
Other Europe	67,6%	33,4%	24,6%	21,7%	27,0%
Middle East	73,0%	2,9%	4,9%	11,1%	8,1%
UAE	24,8%	15,6%	23,0%	24,0%	12,5%
Other Middle East	75,7%	5,7%	32,1%	33,9%	13,5%
North America	70,6%	12,4%	5,0%	4,7%	7,1%
Canada	72,8%	4,9%	6,5%	3,7%	11,0%
USA	70,1%	14,0%	4,7%	5,0%	6,3%
Total	53,7%	13,2%	7,5%	8,9%	12,1%

APPENDIX

	Q4 2018				
	First timers	2 - 3 times	4 - 5 times	6 - 9 times	10 times or more
Africa	4,3%	8,2%	11,0%	58,4%	8,7%
Botswana	2,8%	6,3%	8,8%	66,0%	9,2%
Lesotho	1,2%	3,5%	5,3%	46,1%	38,8%
Malawi	10,6%	14,3%	18,1%	44,2%	0,0%
Mozambique	6,4%	9,3%	13,5%	58,1%	0,0%
Namibia	1,6%	5,3%	12,3%	73,4%	0,0%
Swaziland	0,5%	5,3%	11,3%	76,7%	0,0%
Zambia	8,1%	9,0%	9,4%	63,7%	0,0%
Zimbabwe	3,3%	11,2%	12,6%	61,2%	0,5%
Angola	18,4%	7,4%	17,8%	41,9%	0,0%
Democratic Republic of Congo	26,2%	11,6%	11,4%	37,1%	0,0%
Ethiopia	24,9%	27,7%	12,0%	11,5%	0,0%
Ghana	37,2%	12,3%	9,7%	28,6%	0,0%
Kenya	22,4%	16,5%	12,8%	24,3%	0,0%
Nigeria	40,6%	16,4%	10,0%	13,7%	0,0%
Tanzania	21,2%	18,4%	17,4%	22,8%	0,0%
Uganda	29,3%	21,8%	13,4%	13,9%	0,0%
Other Africa	28,7%	15,8%	17,9%	14,0%	0,0%
Asia	48,6%	12,9%	7,2%	10,4%	0,0%
China including Hong Kong	42,5%	13,8%	10,1%	13,2%	0,0%
India	56,3%	10,1%	3,9%	6,7%	0,0%
Japan	48,2%	13,7%	8,4%	10,6%	0,0%
Malaysia	45,2%	17,3%	0,0%	16,3%	0,0%
Singapore	38,7%	8,6%	15,2%	18,0%	0,0%
South Korea	42,1%	14,1%	7,6%	11,5%	0,0%
Other Asia	52,5%	15,7%	5,9%	8,4%	0,0%
Australasia	40,9%	10,6%	12,3%	12,8%	0,0%
Australia	40,6%	10,8%	12,9%	12,4%	0,0%
New Zealand	42,2%	9,6%	8,9%	15,4%	0,0%
Other Australasia	100,0%	0,0%	0,0%	0,0%	0,0%
South America	74,6%	3,1%	2,3%	3,7%	0,0%
Argentina	63,2%	6,7%	3,4%	6,7%	0,0%
Brazil	80,8%	1,9%	1,9%	2,9%	0,0%
Chile	64,2%	2,4%	8,1%	5,4%	0,0%
Other Central & South America	58,1%	5,6%	0,8%	4,5%	0,0%
Europe	56,4%	8,3%	7,4%	9,0%	0,0%
Austria	52,0%	10,0%	6,7%	12,1%	0,0%
Belgium	60,4%	5,1%	7,5%	7,5%	0,0%
Denmark	64,2%	4,7%	8,3%	7,5%	0,0%
Finland	70,6%	7,9%	0,0%	6,1%	0,0%
France	68,8%	5,9%	3,6%	6,9%	0,0%
Germany	64,9%	6,9%	5,4%	5,1%	0,0%
Ireland	50,7%	8,7%	8,6%	6,1%	0,0%
Italy	60,2%	9,1%	5,3%	7,7%	0,0%
Netherlands	57,1%	6,5%	8,6%	8,0%	0,0%
Norway	57,4%	2,5%	8,5%	11,0%	0,0%
Portugal	61,4%	3,4%	9,8%	13,9%	0,0%
Russian Fed	52,2%	11,5%	8,7%	5,8%	0,0%
Spain	65,6%	4,5%	5,9%	3,8%	0,0%
Sweden	56,1%	10,8%	4,8%	8,2%	0,0%
Switzerland	55,4%	8,6%	5,3%	8,8%	0,0%
Turkey	62,8%	11,2%	2,1%	4,3%	0,0%
UK	41,6%	11,6%	11,6%	15,1%	0,0%
Other Europe	60,3%	9,3%	5,6%	5,0%	0,0%
Middle East	49,9%	14,2%	12,0%	7,5%	0,0%
UAE	26,6%	18,1%	4,1%	39,2%	0,0%
Other Middle East	50,9%	14,0%	12,3%	6,2%	0,0%
North America	65,5%	7,5%	5,5%	7,1%	0,1%
Canada	64,5%	6,4%	6,9%	8,4%	0,0%
USA	65,7%	7,8%	5,2%	6,8%	0,1%
Other	0,0%	0,0%	0,0%	0,0%	0,0%

APPENDIX

INTERNATIONAL TOURIST ARRIVALS: PROVISIONAL DISTRIBUTION

	Q4 2020								
	Gauteng	Western Cape	Eastern Cape	KwaZulu-Natal	Mpumalanga	Limpopo	North West	Northern Cape	Free State
Africa	162 269	20679	1967	38754	52071	20573	17637	11524	17042
Botswana	6281	409	76	520	124	1644	5513	34	417
Lesotho	11799	1549	349	4207	589	557	3091	495	15291
Malawi	9123	249	48	1400	246	333	144	0	0
Mozambique	35922	828	47	588	39824	923	3245	7	174
Namibia	3205	11519	154	746	89	179	1142	10804	310
Swaziland	9270	25	261	8933	7546	288	581	0	181
Zambia	10612	521	138	5316	331	278	599	40	42
Zimbabwe	65410	2884	435	15802	3065	16200	2832	51	482
Angola	1231	472	4	97	4	12	52	0	16
Democratic Republic of Congo	2036	317	25	221	31	57	119	18	0
Ethiopia	412	47	12	46	30	3	21	9	0
Ghana	894	168	54	127	30	0	29	0	0
Kenya	894	217	47	115	13	9	23	13	9
Nigeria	1451	406	46	89	32	0	96	16	14
Tanzania	1361	178	161	233	34	15	25	15	30
Uganda	321	61	25	57	42	14	34	0	0
Other Africa	2 048	830	84	256	43	61	92	21	76
Asia	3219	1887	227	911	246	126	416	32	141
China including Hong Kong	526	360	48	47	28	20	53	9	11
India	887	0	74	243	124	31	82	16	10
Japan	146	0	20	21	17	12	22	3	0
Malaysia	22	0	3	15	5	1	3	1	1
Singapore	23	0	0	7	5	2	5	2	0
South Korea	155	0	13	19	15	6	15	0	6
Other Asia	1 462	0	67	559	53	52	236	0	113
Australasia	414	378	44	82	145	40	43	5	1
Australia	308	301	35	68	106	29	37	5	1
New Zealand	107	77	9	14	39	11	6	1	0
Other Australasia	0	0	0	0	0	0	0	0	0
Central & South America	14639	24422	6339	5051	7 757	2420	1265	593	877
Argentina	2177	3746	1108	743	1533	317	380	0	0
Brazil	8293	11970	2449	2487	4005	1469	589	457	0
Chile	779	1509	430	297	284	72	52	0	0
Other Central & South America	3 391	7 197	2353	1524	1 935	563	245	136	877
Europe	14639	24422	6339	5051	7757	2420	1265	593	877
Austria	283	562	140	132	164	41	15	13	0
Belgium	665	1029	336	242	358	168	68	34	6
Denmark	147	254	64	49	51	108	21	11	9
Finland	73	91	40	12	51	32	11	7	6
France	1532	2091	428	526	1002	206	87	62	73
Germany	2794	5230	1944	1133	2149	544	355	119	205
Ireland	306	669	173	86	143	75	0	0	8
Italy	495	635	100	146	174	96	32	35	33
Netherlands	1083	1741	521	460	931	215	99	49	104
Norway	97	162	35	42	42	28	17	0	8
Portugal	257	287	31	85	56	25	17	9	3
Russian Fed	588	410	88	89	93	23	18	25	13
Spain	329	401	75	50	116	23	5	9	13
Sweden	249	673	151	129	180	57	33	9	15
Switzerland	740	1447	490	270	552	110	90	53	24
Turkey	202	346	23	53	52	53	0	0	9
UK	4084	7244	1509	1219	1350	499	336	70	273
Other Europe	714	1 148	190	330	293	117	59	89	74
Middle East	670	731	138	226	84	90	80	17	52
UAE	67	100	19	11	14	6	18	5	9
Other Middle East	0	1	0	0	0	0	0	0	0
North America	3051	4000	850	1069	1469	575	281	129	131
Canada	507	912	162	226	370	108	83	6	6
USA	0	0	0	0	0	0	0	0	0
Total	180842	51512	9582	45288	60625	23371	19539	12084	17802

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INTERNATIONAL TOURIST ARRIVALS: PROVISIONAL DISTRIBUTION									
	Q4 2019								
	Gauteng	Western Cape	Eastern Cape	KwaZulu-Natal	Mpumalanga	Limpopo	North West	Northern Cape	Free State
Africa	564 049	88928	16731	123874	310117	491573	141196	34038	239913
Botswana	78359	7040	1510	15809	2111	45733	95270	1568	5605
Lesotho	88801	7147	4273	9445	6462	2189	25655	5074	229222
Malawi	38205	6596	1178	2783	649	0	1950	652	1447
Mozambique	145569	4031	158	1682	170137	2892	4356	0	465
Namibia	8892	24104	1578	1003	741	309	1976	25847	1193
Swaziland	43295	1268	1268	80313	116082	553	642	559	805
Zambia	30107	1717	299	4805	782	658	758	100	127
Zimbabwe	96275	15493	1869	5378	11808	438970	9058	0	380
Angola	6647	5617	0	753	0	0	0	0	0
Democratic Republic of Congo	4300	486	0	0	148	0	0	0	0
Ethiopia	857	673	0	55	87	0	55	0	0
Ghana	2975	1983	0	0	153	0	229	0	0
Kenya	4082	3353	1456	408	136	0	136	0	136
Nigeria	3241	3125	1259	173	0	0	0	0	152
Tanzania	3750	241	511	477	134	269	241	0	134
Uganda	1854	0	181	448	0	0	214	0	0
Other Africa	10 641	3 952	376	1 900	575	343	466	151	154
Asia	27951	37929	6964	3960	5837	759	2303	1176	1 011
China including Hong Kong	390	1535	0	0	0	0	390	0	0
India	9438	10871	2154	1567	2331	0	671	604	0
Japan	3214	3536	2765	0	1096	0	0	0	0
Malaysia	714	949	197	252	0	0	69	0	0
Singapore	1301	1805	0	116	776	0	116	0	0
South Korea	900	2498	353	547	874	0	0	0	0
Other Asia	4 891	4 015	653	2 339	403	635	632	286	271
Australasia	10497	19336	5784	4889	5375	1665	1069	821	527
Australia	8482	16542	4794	3839	4714	1348	1029	821	527
New Zealand	2015	2794	991	1050	661	317	40	0	0
Other Australasia	0	0	0	3	0	0	0	0	0
Central & South America	12388	13941	2698	719	6 428	696	946	139	565
Argentina	1139	1549	453	89	1230	0	106	0	0
Brazil	9357	10891	2096	560	3767	696	840	139	565
Chile	577	433	70	70	437	0	0	0	0
Other Central & South America	2 259	1 520	180	714	1 213	107	12	0	60
Europe	140281	309095	85493	57713	89643	24942	15699	8965	8057
Austria	1814	6778	1961	1303	2398	0	936	1034	0
Belgium	4624	9729	2780	1986	4290	1983	310	315	49
Denmark	1753	4474	1384	289	1389	1634	339	0	425
Finland	1425	1762	309	69	1030	413	481	690	0
France	14054	32824	6631	7228	14414	1311	275	428	645
Germany	27919	79330	32755	16315	23486	6663	4422	2892	2817
Ireland	3282	7384	1998	1050	2039	0	136	0	272
Italy	6327	9464	1661	1476	3642	1001	188	0	501
Netherlands	11725	24961	9530	7155	11198	3887	1576	868	1266
Norway	1812	2996	920	858	397	125	264	0	206
Portugal	1997	3945	343	576	969	333	205	137	50
Russian Fed	2830	2345	511	0	55	0	0	0	55
Spain	3427	6283	1640	916	2550	117	496	272	217
Sweden	5193	8897	2310	3188	3129	819	0	194	182
Switzerland	5832	14010	2823	1787	2318	108	1514	264	0
Turkey	1945	2348	335	301	695	494	165	0	0
UK	41644	83469	15539	11625	14147	5641	4089	1529	1211
Other Europe	3 663	4 374	1 379	1 157	1 532	364	511	234	143
Middle East	7251	9132	2521	2014	2376	411	30	108	361
UAE	234	265	16	92	76	93	30	0	60
Other Middle East	4 503	4 668	715	1 365	1 054	259	628	145	179
North America	37298	66539	11301	9439	2216	7640	4566	1393	812
Canada	7222	13256	3066	3018	6116	988	820	0	0
USA	30076	53283	8234	6421	16500	6652	3746	1393	812
Total	114245	77843	18784	28944	63199	75384	23687	6663	35892

APPENDIX

INTERNATIONAL TOURIST ARRIVALS - PROVINCIAL DISTRIBUTION									
Q4 2018									
	Gauteng	Western Cape	Eastern Cape	KwaZulu-Natal	Mpumalanga	Limpopo	North West	Northern Cape	Free State
Africa	689 860	72 065	12 034	123 057	260 567	466 381	134 821	13 827	277 935
Botswana	72 103	2 308	1 486	16 370	3 074	37 852	83 295	1 796	1 193
Lesotho	114 652	7 499	4 145	9 645	4 922	72	25 724	0	272 736
Malawi	47 807	5 657	298	2 037	78	1 583	911	0	70
Mozambique	180 958	2 332	275	1 703	158 448	5 010	6 669	523	599
Namibia	11 896	25 150	713	1 006	393	531	1 881	11 088	311
Swaziland	60 711	2 498	1 156	72 702	88 053	1 086	3 913	0	1 121
Zambia	38 589	924	346	1 938	111	1 377	61	58	659
Zimbabwe	105 774	9 089	1 498	10 220	3 666	418 305	10 613	0	406
Angola	9 626	3 543	393	659	112	0	63	0	168
Democratic Republic of Congo	7 825	1 148	88	1 239	558	0	379	150	0
Ethiopia	1 724	293	0	171	34	29	0	0	34
Ghana	3 903	910	126	390	129	0	259	60	195
Kenya	5 417	535	319	426	108	52	216	52	103
Nigeria	10 740	2 700	366	1 893	248	210	423	0	56
Tanzania	4 705	734	142	324	41	41	134	0	0
Uganda	2 816	475	104	224	101	121	98	52	153
Other Africa	10 613	6 270	579	2 108	490	111	184	49	131
Asia	43 472	29 959	5 235	9 830	5 542	2 164	5 231	1 301	1 893
China including Hong Kong	16 052	11 797	2 604	2 963	2 061	1 096	2 053	684	796
India	12 878	6 080	826	2 384	1 247	245	1 729	56	422
Japan	3 762	3 114	373	1 120	748	191	276	435	214
Malaysia	1 105	896	144	144	181	86	95	0	58
Singapore	1 901	1 710	96	96	347	0	227	0	96
South Korea	2 921	1 882	381	741	529	422	307	126	233
Other Asia	4 853	4 482	811	2 383	428	124	544	0	74
Australasia	16 696	17 561	4 514	4 740	8 457	3 011	2 888	692	663
Australia	14 923	15 555	4 239	4 258	7 557	2 578	2 438	508	622
New Zealand	1 754	2 006	275	481	900	432	450	184	41
Other Australasia	19	0	0	0	0	1	0	0	0
South America	17 130	15 825	3 824	1 472	6 987	1 839	1 796	182	46
Argentina	2 733	2 461	422	236	1 168	185	296	0	0
Brazil	10 399	10 943	2 379	866	4 453	1 477	1 310	182	0
Chile	1 138	817	180	130	491	42	0	0	0
Other Central & South America	2 860	1 603	843	241	875	135	190	0	46
Europe	111 825	175 183	54 938	51 083	84 938	25 924	11 193	6 606	7 978
Austria	2 382	2 261	741	596	1 138	560	252	0	150
Belgium	5 089	6 877	2 377	4 617	6 138	2 059	598	407	344
Denmark	1 237	2 278	521	570	763	765	201	0	94
Finland	240	751	26	163	367	276	0	0	65
France	13 875	20 723	5 799	9 277	13 373	3 244	912	782	1 234
Germany	19 624	33 686	13 487	9 468	16 065	4 517	2 454	1 209	1 435
Ireland	2 072	3 163	969	603	732	242	243	180	121
Italy	8 050	13 793	3 991	1 989	7 375	1 890	649	484	278
Netherlands	11 639	19 699	8 383	8 572	11 763	3 395	1 074	773	1 591
Norway	748	1 563	402	300	687	165	60	78	78
Portugal	1 807	2 634	881	503	968	354	218	137	36
Russian Fed	1 825	1 481	461	474	728	107	220	114	98
Spain	4 726	8 087	1 703	1 411	4 474	1 073	327	929	278
Sweden	1 322	2 819	842	394	918	624	120	22	55
Switzerland	2 891	5 441	2 179	1 261	2 497	607	318	109	159
Turkey	1 083	1 851	262	81	466	292	123	0	58
UK	30 188	43 604	10 628	9 564	14 145	4 836	2 794	1 273	1 800
Other Europe	3 026	4 470	1 288	1 241	2 341	918	630	111	102
Middle East	6 501	5 831	1 882	2 503	2 955	797	799	379	163
UAE	904	644	74	155	181	121	168	0	0
Other Middle East	5 597	5 187	1 809	2 349	2 774	676	631	379	163
North America	50 954	54 281	10 968	14 337	28 136	13 401	6 649	1 810	3 382
Canada	6 225	7 060	1 465	2 791	2 910	1 261	737	165	370
USA	44 729	47 221	9 503	11 546	25 226	12 140	5 912	1 645	3 012

APPENDIX

TTFDS BY COUNTRY				
	Q4 2018	Q4 2019	Q4 2020	% Growth
AFRICA	R9 712 373 298	R8 291 751 918	R1 892 166 755	-77.2%
Botswana	R713 280 646	R577 995 607	R40 818 387	-92.9%
Lesotho	R749 286 666	R569 468 124	R128 459 459	-77.4%
Malawi	R675 537 875	R685 802 310	R87 824 445	-87.2%
Mozambique	R880 848 956	R796 568 458	R432 773 167	-45.7%
Namibia	R297 067 375	R262 252 328	R82 968 758	-68.4%
Swaziland	R481 692 783	R457 740 275	R127 755 664	-72.1%
Zambia	R679 301 274	R566 489 381	R141 704 068	-75.0%
Zimbabwe	R3 373 088 378	R3 312 360 940	R579 583 737	-82.5%
Angola	R378 288 860	R269 278 717	R43 677 656	-83.8%
Democratic Republic of Congo	R230 221 419	R133 720 717	R64 360 552	-51.9%
Ethiopia	R28 342 901	R23 298 068	R8 185 143	-64.9%
Ghana	R106 369 836	R42 790 294	R17 637 122	-58.8%
Kenya	R128 482 536	R99 516 167	R18 191 759	-81.7%
Nigeria	R397 137 239	R133 176 892	R39 420 048	-70.4%
Tanzania	R103 982 662	R56 623 164	R23 269 542	-58.9%
Uganda	R68 688 287	R36 748 153	R8 041 522	-78.1%
Other Africa	R420 755 605	R267 922 323	R47 495 724	-82.3%
ASIA	R1 281 683 317	R1 129 845 524	R84 475 035	-92.5%
China including Hong Kong	R487 181 812	R14 322 378	R12 949 131	-9.6%
India	R349 722 510	R356 636 357	R26 278 424	-92.6%
Japan	R124 375 904	R135 193 681	R5 252 146	-96.1%
Malaysia	R25 646 361	R26 867 802	R701 252	-97.4%
Singapore	R28 184 592	R46 719 152	R620 555	-98.7%
South Korea	R52 071 241	R76 036 250	R2 728 221	-96.4%
Other Asia	R214 500 898	R474 069 904	R36 243 417	-92.4%
AUSTRALASIA	R680 398 884	R658 976 807	R19 687 845	-97.0%
Australia	R562 672 579	R594 418 127	R14 837 866	-97.5%
New Zealand	R117 551 727	R64 558 680	R4 849 979	-92.5%
Other Australasia	R174 578	R0	R0	-
CENTRAL & SOUTH AMERICA	R531 439 023	R392 793 682	R10 866 029	-97.2%
Argentina	R81 936 538	R24 114 124	R1 406 982	-94.2%
Brazil	R328 263 833	R315 974 724	R5 764 204	-98.2%
Chile	R23 705 168	R19 054 453	R376 235	-98.0%
Other Central & South America	R97 533 485	R33 650 381	R3 318 608	-90.1%
EUROPE	R9 097 260 471	R8 955 417 996	R752 412 087	-91.7%
Austria	R155 255 746	R207 842 743	R12 384 759	-94.0%
Belgium	R257 133 201	R289 830 586	R42 625 811	-85.3%
Denmark	R144 812 776	R99 099 522	R8 175 629	-91.8%
Finland	R81 016 204	R92 553 761	R4 505 007	-95.1%
France	R860 271 664	R727 145 786	R51 566 690	-92.9%
Germany	R2 179 400 916	R2 306 607 468	R162 606 535	-93.0%
Ireland	R207 527 097	R180 945 328	R19 925 129	-89.0%
Italy	R340 044 859	R269 679 954	R20 250 627	-92.5%
Netherlands	R804 906 330	R841 420 568	R55 258 593	-93.4%
Norway	R102 380 124	R95 649 964	R5 925 245	-93.8%
Portugal	R135 514 481	R101 903 149	R9 449 323	-90.7%
Russian Fed	R100 147 228	R93 278 351	R18 738 894	-79.9%
Spain	R196 843 345	R147 898 011	R10 054 661	-93.2%
Sweden	R304 471 214	R237 429 741	R15 693 015	-93.4%
Switzerland	R427 530 790	R457 212 314	R46 989 313	-89.7%
Turkey	R64 305 778	R57 142 889	R7 576 728	-86.7%
UK	R2 488 792 056	R2 564 746 473	R225 760 072	-91.2%
Other Europe	R246 906 661	R185 031 388	R34 627 944	-81.3%
MIDDLE EAST	R212 857 599	R297 041 898	R18 050 379	-92.5%
UAE	R11 538 257	R9 344 111	R2 421 893	-74.1%
Other Middle East	R201 319 342	R287 697 787	R15 628 486	-94.6%
NORTH AMERICA	R2 279 686 593	R1 921 679 306	R137 387 586	-92.9%
Canada	R356 371 620	R369 211 932	R25 640 886	-93.1%
USA	R1 923 314 974	R1 552 467 373	R111 746 700	-92.8%
Total	R23 795 699 185	R21 647 507 131	R2 915 045 715	-86.5%

APPENDIX

AVERAGE SPEND				
	Q4 2018	Q4 2019	Q4 2020	% Growth
Africa	R5 100	R4 500	R6 100	+35.6%
Botswana	R3 700	R3 100	R3 300	+6.5%
Lesotho	R2 100	R1 600	R3 600	+125.0%
Malawi	R13 200	R13 500	R8 700	-35.6%
Mozambique	R2 700	R2 500	R5 500	+120.0%
Namibia	R5 400	R5 300	R4 500	-15.1%
Swaziland	R2 000	R1 900	R4 900	+157.9%
Zambia	R15 900	R15 800	R9 500	-39.9%
Zimbabwe	R6 000	R5 900	R5 700	-3.4%
Angola	R25 200	R21 100	R25 600	+21.3%
Democratic Republic of Congo	R29 800	R27 900	R28 200	+1.1%
Ethiopia	R15 900	R16 500	R16 500	+0.0%
Ghana	R19 500	R10 000	R15 600	+56.0%
Kenya	R16 200	R13 200	R15 400	+16.7%
Nigeria	R30 500	R20 300	R21 700	+6.9%
Tanzania	R16 500	R13 900	R13 300	-4.3%
Uganda	R23 700	R15 500	R15 900	+2.6%
Other Africa	R24 500	R11 800	R16 900	+43.2%
Asia	R18 200	R17 400	R15 700	-9.8%
China including Hong Kong	R21 100	R8 200	R16 300	98.8%
India	R17 100	R18 100	R19 200	+6.1%
Japan	R17 800	R18 600	R18 400	-1.1%
Malaysia	R14 800	R14 900	R11 600	-22.1%
Singapore	R11 200	R16 700	R10 700	-35.9%
South Korea	R13 100	R21 300	R11 400	-46.5%
Other Asia	R18 500	R16 300	R14 100	-13.5%
Australasia	R22 200	R20 400	R18 700	-8.3%
Australia	R21 200	R22 100	R18 200	-17.6%
New Zealand	R29 200	R12 200	R20 400	+67.2%
Other Australasia	R7 000	R17 200	R0	-100.0%
South America	R20 400	R20 100	R15 200	-24.4%
Argentina	R21 400	R13 800	R13 500	-2.2%
Brazil	R18 500	R20 300	R14 400	-29.1%
Chile	R20 600	R25 100	R10 300	-59.0%
Other Central & South America	R29 300	R19 700	R18 800	-4.6%
Europe	R20 600	R20 900	R19 300	-7.2%
Austria	R16 000	R22 300	R14 500	-35.0%
Belgium	R18 000	R20 700	R26 200	+26.6%
Denmark	R19 500	R14 000	R18 200	+30.0%
Finland	R24 000	R27 500	R20 900	-24.0%
France	R19 500	R18 200	R15 400	-15.4%
Germany	R21 000	R22 300	R22 100	-0.9%
Ireland	R21 500	R20 100	R22 300	+10.9%
Italy	R21 300	R18 300	R17 400	-4.9%
Netherlands	R21 600	R23 000	R19 500	-15.2%
Norway	R18 400	R19 200	R21 400	+11.5%
Portugal	R21 800	R19 300	R16 100	-16.6%
Russian Fed	R21 900	R18 900	R17 800	-5.8%
Spain	R20 900	R16 600	R15 400	-7.2%
Sweden	R17 000	R15 700	R15 800	+0.6%
Switzerland	R22 900	R25 800	R23 000	-10.9%
Turkey	R20 600	R17 000	R13 800	-18.8%
UK	R21 100	R20 800	R18 900	-9.1%
Other Europe	R19 200	R20 000	R15 700	-21.5%
Middle East	R24 300	R18 900	R12 800	-34.0%
UAE	R33 400	R18 800	R12 500	-33.5%
Other Middle East	R23 900	R18 800	R12 800	-31.9%
North America	R22 600	R19 400	R20 300	+4.6%
Canada	R19 800	R21 200	R19 700	-7.1%
USA	R23 200	R19 100	R20 500	+7.3%
Total	R133 400	R122 000	R108 100	-11.4%

APPENDIX

AVERAGE LENGTH OF STAY				
	Q4 2018	Q4 2019	Q4 2020	% Growth
Africa	9,8	9.5	11.2	+16.8%
Botswana	4,3	4.6	3.7	-19.7%
Lesotho	13,1	13.4	26.9	+100.8%
Malawi	14,0	14.4	14.1	-1.9%
Mozambique	13,8	12.4	8.7	-29.5%
Namibia	9,3	11.4	8.3	-26.8%
Swaziland	9,2	9.2	6.5	-29.0%
Zambia	9,2	10.1	9.6	-5.0%
Zimbabwe	4,9	4.7	8.0	+70.8%
Angola	19,1	19.6	22.5	14.7%
Democratic Republic of Congo	28,7	55.5	38.0	-31.4%
Ethiopia	19,1	18.9	21.7	+14.8%
Ghana	16,7	23.7	22.5	-5.0%
Kenya	17,1	21.8	21.6	-1.1%
Nigeria	23,3	35.9	32.0	-10.8%
Tanzania	19,0	45.1	28.1	-37.8%
Uganda	27,9	33.4	29.8	-10.7%
Other Africa	23,3	20.9	17.2	-17.6%
Asia	20,1	20,9	17,3	-17.3%
China including Hong Kong	15,0	3.5	13.4	281.9%
India	27,0	33.7	26.1	-22.6%
Japan	11,3	12.9	9.9	-23.3%
Malaysia	16,6	10.1	8.7	-13.7%
Singapore	12,9	8.9	9.3	+4.1%
South Korea	15,1	14.2	8.6	-39.5%
Other Asia	27,8	13.9	15.8	+13.8%
Australasia	14,9	15,4	16,7	+8.3%
Australia	14,8	15.6	17.0	+9.1%
New Zealand	15,6	14.2	15.5	+9.2%
Other Australasia	24,2	14.9	0.0	-100.0%
South America	15,5	17,4	15,2	-13.1%
Argentina	15,4	14.7	14.6	-0.6%
Brazil	15,2	18	12.5	-30.5%
Chile	17,4	11.4	23.5	+106.0%
Other Central & South America	16,2	14.7	19.7	+34.2%
Europe	16,4	17,5	16,4	-6.4%
Austria	14,2	22.2	13.5	-39.0%
Belgium	17,6	28.4	20.3	-28.5%
Denmark	14,1	14.3	19.9	+39.0%
Finland	15,6	8.7	19.6	+124.8%
France	16,8	19	16.1	-15.3%
Germany	18,4	19.1	20.6	+7.6%
Ireland	16,6	12.3	15.7	+27.6%
Italy	14,2	13.7	14.2	+3.8%
Netherlands	18,9	17.9	17.2	-4.0%
Norway	17,1	21.7	16.2	-25.3%
Portugal	12,0	17.7	14.0	-20.9%
Russian Fed	16,3	13.2	13.4	+1.7%
Spain	15,9	17.5	15.6	-10.8%
Sweden	16,9	23.3	13.9	-40.3%
Switzerland	17,1	17.7	16.1	-9.0%
Turkey	11,7	12.5	10.0	-20.0%
UK	14,9	14.2	14.8	+3.9%
Other Europe	16,3	18.3	14.9	-18.7%
Middle East	22,0	14,2	11,9	-15.7%
UAE	14,7	11.9	11.6	-2.3%
Other Middle East	22,4	11.9	12.0	+0.7%
North America	14,8	18,3	17,9	-1.8%
Canada	15,3	20,9	16.3	-22.0%
USA	14,7	17,7	18.3	+3.4%
Total	11,6	16,2	15,2	-5.9%

APPENDIX

BED NIGHTS BY COUNTRY				
	Q4 2018	Q4 2019	Q4 2020	% Growth
Africa	21 536 427	17907267	3458537	-80.7%
Botswana	937 968	903 542	45 693	-94.9%
Lesotho	5 747 874	4 849 860	942 372	-80.6%
Malawi	992 198	731 363	141 882	-80.6%
Mozambique	4 542 792	4 051 429	677 539	-83.3%
Namibia	501 947	565 418	153 681	-72.8%
Swaziland	2 351 065	2 183 456	169 929	-92.2%
Zambia	400 032	362 406	142 261	-60.7%
Zimbabwe	3 516 234	2 620 915	817 751	-68.8%
Angola	583 768	250 121	38 451	-84.6%
Democratic Republic of Congo	286 759	265781	91886	-65.4%
Ethiopia	52 946	26 533	10 912	-58.9%
Ghana	135 856	100 792	26 553	-73.7%
Kenya	185 109	163 373	25 350	-84.5%
Nigeria	484 301	235 342	59 085	-74.9%
Tanzania	191 931	183 131	50 052	-72.7%
Uganda	149 633	78 679	15 036	-80.9%
Other Africa	476 014	335126	50102	-85.0%
Asia	1 837 002	1365189	96536	-92.9%
China including Hong Kong	483 649	5990	10812	80.5%
India	744 605	673 482	36 628	-94.6%
Japan	120 541	93 357	2 851	-96.9%
Malaysia	29 883	18 214	523	-97.1%
Singapore	18 008	24 819	547	-97.8%
South Korea	80 979	50726	2113	-95.8%
Other Asia	359 337	144 431	43 158	-70.1%
Australasia	509 697	495185	17732	-96.4%
Australia	429 739	420 516	14 058	-96.7%
New Zealand	79 833	74 669	3 674	-95.1%
Other Australasia	125	0	0	-
South America	555 991	339522	10916	-96.8%
Argentina	52 814	25 557	1 520	-94.1%
Brazil	357 829	279 740	5 032	-98.2%
Chile	38 763	8 684	892	-89.7%
Other Central & South America	106 585	25 541	3 472	-86.4%
Europe	7 534 439	7561527	652916	-91.4%
Austria	146 774	205 982	11 551	-94.4%
Belgium	238 046	397 242	33 631	-91.5%
Denmark	104 642	100 270	8 927	-91.1%
Finland	78 540	29 034	4 322	-85.1%
France	812 976	756 831	55 080	-92.7%
Germany	1 929 206	1 973 622	154 553	-92.2%
Ireland	158 776	110 410	14 907	-86.5%
Italy	347 283	201 089	16 731	-91.7%
Netherlands	656 968	652 400	49 915	-92.3%
Norway	135 132	107 647	4 472	-95.8%
Portugal	116 592	93 189	8 216	-91.2%
Russian Fed	57 739	153213	14411	-90.6%
Spain	146 235	154 987	10 570	-93.2%
Sweden	256 948	352 760	13 987	-96.0%
Switzerland	320 350	313 818	33 851	-89.2%
Turkey	46 394	41 875	5 770	-86.2%
UK	1 788 177	1 745 819	178 171	-89.8%
Other Europe	193 661	171 339	33 756	-80.3%
Middle East	172 787	174559	17247	-90.1%
UAE	4 759	5919	2348	-60.3%
Other Middle East	168 027	168 640	14 899	-91.2%
North America	1 618 833	1799856	123379	-93.1%
Canada	269 752	362 940	21 406	-94.1%
USA	1 349 081	1 436 916	101 973	-92.9%
Total	4 823 597	29 643 105	4 377 262	-85.2%

APPENDIX

	Q4 2020								
	Hotels	Guesthouse	B&B	Self-catering	Game lodge	Backpacker	Camping	Friends & family	Air B&B
Africa	49033	20487	4743	4118	4437	1846	1993	115407	210
Botswana	1 385	620	139	103	286	59	1 086	2 655	0
Lesotho	804	1 786	597	116	46	148	402	15 420	0
Malawi	2 116	338	90	297	165	114	0	1 912	0
Mozambique	18 957	5 853	408	451	1691	503	192	49 156	31
Namibia	1 910	2 689	590	450	45	22	129	6 106	56
Swaziland	3 270	1 499	316	210	1 069	168	0	17 198	0
Zambia	3 737	729	232	202	244	202	176	1 744	0
Zimbabwe	10 204	5 467	1 636	1 566	585	330	0	17 235	41
Angola	694	201	33	87	0	14	0	634	23
Democratic Republic of Congo	886	234	130	105	50	43	0	1102	0
Ethiopia	246	53	36	27	0	0	0	153	0
Ghana	569	131	29	81	17	23	0	289	0
Kenya	758	97	80	20	22	48	0	169	13
Nigeria	955	185	25	206	25	16	0	439	0
Tanzania	840	190	135	132	60	78	0	379	0
Uganda	237	53	30	10	29	7	3	122	12
Other Africa	1 466	362	239	55	104	71	5	693	35
Asia	3165	705	134	278	230	60	4	1350	71
China including Hong Kong	461	68	23	16	22	7	4	249	9
India	809	165	33	110	69	18	0	261	13
Japan	135	60	18	28	31	19	0	65	0
Malaysia	36	9	3	3	1	1	0	11	1
Singapore	39	8	4	1	4	1	0	7	0
South Korea	144	38	7	3	5	7	0	68	0
Other Asia	1 540	358	46	116	99	8	0	689	47
Australasia	384	94	57	30	171	53	24	527	38
Australia	283	79	40	25	131	45	22	415	38
New Zealand	102	15	17	6	41	8	2	112	0
Other Australasia	0	0	0	0	0	0	0	0	0
Central & South America	473	63	63	23	106	35	6	93	7
Argentina	72	11	2	5	16	13	6	14	2
Brazil	285	33	23	9	57	19	0	38	5
Chile	26	5	2	2	2	2	0	5	0
Other Central & South America	91	13	36	7	31	0	0	36	0
Europe	19608	6839	3344	1646	7794	2571	1051	9233	1854
Austria	405	110	95	38	187	47	12	192	55
Belgium	881	488	217	74	363	119	21	275	46
Denmark	199	72	40	25	123	33	31	74	11
Finland	93	41	18	17	56	14	12	27	21
France	1 963	619	245	51	912	242	102	498	160
Germany	4 050	1 732	880	408	1 997	699	292	1 117	417
Ireland	497	162	37	13	180	82	5	329	66
Italy	647	238	98	14	209	40	19	142	39
Netherlands	1 353	620	288	98	846	216	149	549	186
Norway	131	61	32	16	58	33	7	57	8
Portugal	356	31	18	36	76	21	0	138	3
Russian Fed	670	151	65	20	94	43	0	227	25
Spain	354	153	66	26	119	35	13	66	18
Sweden	547	152	57	78	125	61	13	139	73
Switzerland	1 099	383	214	66	566	223	78	309	81
Turkey	348	69	76	16	30	14	7	86	0
UK	4 927	1 435	671	594	1 498	549	206	4 585	614
Other Europe	1 088	321	228	57	356	101	85	422	29
Middle East	754	173	101	32	144	43	15	520	6
UAE	88	16	16	10	10	0	5	84	0
Other Middle East	666	156	85	22	135	43	10	437	6
North America	3569	923	502	388	1671	284	269	1490	477
Canada	695	249	92	80	362	53	43	331	125
USA	2 874	674	410	309	1 309	231	226	1 159	352
Total	3 839 730	1 465 386	425 215	2 052 049	849 611	906 747	308 308	15 466 841	746 009

APPENDIX

	Q4 2019								
	Hotels	Guesthouse	B&B	Self-catering	Game lodge	Backpacker	Camping	Friends & family	Air B&B
Africa	736448.9	302584.62	73906.67	798088.87	77426.47	349609.96	89229.38	13290905.03	61182.47
Botswana	72 911	25 185	15 846	42 293	11 194	4 916	12 240	510 056	923
Lesotho	12 223	16 050	23 511	0	1 386	9 364	0	4 207 090	1 596
Malawi	68 912	10 977	249	73 391	4 544	37 777	0	460 492	0
Mozambique	56 259	10 817	999	58 637	0	2 656	500	3 875 453	2 960
Namibia	53 378	24 928	4 140	112 524	1 421	370	0	146 250	3 651
Swaziland	51 724	54 166	1 285	4 497	19 017	162	0	1 967 441	0
Zambia	119 576	4 694	3 252	57 975	13 468	633	64 532	81 751	1 267
Zimbabwe	131 583	82 050	3 822	152 288	17 689	24 688	2 692	1 572 712	6 916
Angola	29 379	15 649	359	37 301	0	54 652	0	81 197	9 635
Democratic Republic of Congo	16011.02	445.28	2770.62		1583.21	76119.97		164546.89	4304.36
Ethiopia	3 254	927	344	1 218	0	0	0	20 694	96
Ghana	9 515	4 890	0	1 365	0	0	0	11 957	3 535
Kenya	18 279	20 872	816	4 205	0	69 072	0	15 735	6 466
Nigeria	22 812	4 313	563	144 055	0	37 735	0	25 344	0
Tanzania	8 692	690	874	23 585	403	20 696	0	63 656	11 727
Uganda	4 780	23 485	0	0	2 377	6 338	0	40 008	211
Other Africa	57 161	2 046	15 076	84 754	4 345	4 430	9 265	46 520	7 894
Asia	379872.05	92464.32	19429.44	345809.05	11245.83	194234.17	202.74	295430.90	18003.53
China including Hong Kong	3058.25			2346.15				585.10	
India	202 882	50 313	0	185 247	1 380	188 504	0	34 464	5 128
Japan	20 914	20 549	0	36 788	4 385	0	0	10 495	227
Malaysia	7 867	592	0	0	0	0	0	8 697	1 058
Singapore	13 543	1 330	0	501	1 056	0	0	8 389	0
South Korea	26199.88	7188.06		123.82	1410.67	5730.00		6547.23	3526.67
Other Asia	105 408	12 493	19429.44	120 804	3 014	0	203	226 254	8 064
Australasia	83613.47	20525.22	13877.11	67099.07	41177.14	12917.22	19343.18	213625.85	20155.61
Australia	64 474	15 933	7 595	64 883	33 267	9 060	19 343	187 266	16 488
New Zealand	19 140	4 592	6 282	2 216	7 910	3 857	0	26 360	3 668
Other Australasia	0	0	0	0	0	0	0	0	0
Central & South America	85990.92	3195.87	3369.19	61292.35	10137.86	45060.81	1806.00	101678.70	24769.59
Argentina	7 898	177	0	0	1 467	5 135	1 806	7 584	1 490
Brazil	64 969	2 082	3 369	61 082	7 400	29 298	0	86 083	23 235
Chile	4 998	936	0	210	669	420	0	1 450	0
Other Central & South America	8 125	0	0	0	602	10 208	0	6 562	45
Europe	2116946.23	956862.33	272138.10	647261.44	620273.51	289828.39	182041.42	1332676.90	470931.42
Austria	22 492	21 436	19 872	2 031	11 841	3 731	1 866	92 985	20 950
Belgium	75 642	67 331	4 687	86 693	11 690	592	2 465	26 495	9 045
Denmark	25 147	9 092	1 089	1 947	16 331	8 520	0	21 105	9 518
Finland	8 296	9 542	2 164	0	3 795	269	1 989	0	2 978
France	210 253	91 483	43 234	13 760	109 626	29 750	4 720	53 660	50 640
Germany	534 905	271 404	91 409	159 418	166 805	112 527	72 413	210 111	150 079
Ireland	32 926	8 942	2 042	0	5 347	9 628	1 044	39 249	11 233
Italy	99 067	15 880	7 010	16 009	14 100	1 837	3 073	21 104	17 768
Netherlands	209 731	95 475	18 623	65 522	64 403	34 834	13 548	79 735	40 048
Norway	39 273	8 259	500	35 123	2 642	10 424	0	7 183	3 847
Portugal	20 469	3 040	854	27 933	14 180	6 807	101	13 503	6 303
Russian Fed	28142.71	106483.34		300.00	450.00			17837.00	
Spain	43 229	39 174	3 343	2 334	8 856	4 743	365	15 937	3 860
Sweden	63 697	54 544	2 795	76 135	4 293	7 970	1 964	58 499	29 730
Switzerland	82 956	28 144	12 640	10 872	19 663	31 512	2 735	78 305	21 567
Turkey	16 353	0	307	0	5 299	1 736	0	2 168	988
UK	561 681	102 322	60 071	129 700	157 186	23 040	111 703	533 885	81 354
Other Europe	42 687	24 309	1 499	19 485	3 766	1 910	-35 944	60 917	11 023
Middle East	43884.98	19089.95	576.53	1136.13	8027.75	399.28	4634.62	61247.80	31827.42
UAE	1547.69	184.62	512.62	90.46	120.62	316.62	0	2905.95	112.00
Other Middle East	42 337	18 905	64	1 046	7 907	83	4 635	58 342	31 715
North America	476587.27	91188.77	55795.33	198461.37	122499.85	27614.25	30393.41	384902.13	139294.31
Canada	78 897	51 323	21 734	24 202	25 211	11 210	9 059	46 534	39 319
USA	397 690	39 866	34 062	174 259	97 289	16 404	21 334	338 368	99 975
Total	3 839 730	1 465 386	425 215	2 052 049	849 611	906 747	308 308	15 466 841	746 009

APPENDIX

	Q4 2018							
ANNUAL	Hotels	Guesthouse	B&B	Self-catering	Game lodge	Backpacker	Friends & family	Air B&B
Africa	938 877	442 299	52 513	1 593 533	86 986	689 341	15 340 358	24 276
Botswana	53 195	25 705	7 164	21 726	11 634	25 467	570 614	777
Lesotho	120 416	27 313	3 133	249 016	3 199	17 063	4 922 724	
Malawi	103 237	36 801	295	2 748		40 057	576 667	347
Mozambique	35 542	17 129	477	191 179	1 552	56 022	4 219 057	449
Namibia	43 443	30 503	6 747	85 538	3 783	46 109	211 555	1 777
Swaziland	36 115	28 545	1 624	795	17 221	1 624	2 157 657	
Zambia	102 520	10 137	1 203	26 602	4 890	31 626	135 848	
Zimbabwe	207 935	140 374	10 549	349 588	35 847	138 731	2 013 061	7 343
Angola	27 881	26 258	1 176	209 022	202	54 435	153 795	2 429
Democratic Republic of Congo	27 474	5 004	225	47 869	564	38 323	165 090	
Ethiopia	4 912	8 292	615	7 833	203	3 785	10 086	117
Ghana	18 771	12 033	1 603	12 104		27 525	16 754	251
Kenya	33 970	4 991	663	31 657	1 380	8 266	16 721	6 095
Nigeria	46 889	16 043	11 810	133 858	559	79 396	69 116	695
Tanzania	20 359	11 019	1 174	43 231		55 473	18 611	525
Uganda	6 351	14 279	894	6 436	236	10 606	40 028	512
Other Africa	49 869	27 872	3 161	174 330	5 716	54 832	42 972	2 959
Asia	335 282	175 251	97 491	272 328	20 175	61 483	550 123	23 691
China including Hong Kong	106 793	41 078	11 309	68 697	9 973	1 876	169 503	7 405
India	103 011	108 940	14 552	163 988	3 229	20 270	172 335	5 529
Japan	32 561	6 744	660	165	3 220	17 257	19 389	3 626
Malaysia	5 759	483	801	12 765	265		3 917	1 477
Singapore	11 278	650		759	962		4 034	325
South Korea	9 379	1 863	479	17 063	1 589	5 057	30 277	626
Other Asia	66 501	15 493	69 690	8 891	939	17 022	150 667	4 702
Australasia	85 109	24 564	16 195	44 714	53 966	7 270	191 909	25 615
Australia	70 594	20 469	14 123	31 835	46 756	5 763	169 534	19 213
New Zealand	14 390	4 095	2 072	12 878	7 210	1 508	22 375	6 402
Other Australasia	125							
South America	124 389	101 984	7 378	54 532	28 192	54 433	99 693	12 766
Argentina	20 492	2 258	1 199	4 246	5 128	4 540	9 979	4 971
Brazil	81 941	82 165	6 179	44 163	14 768	28 546	33 039	5 691
Chile	4 103	713		4 465	3 893	8 167	5 537	911
Other Central & South America	17 853	16 849		1 658	4 402	13 179	51 138	1 192
Europe	1 549 697	938 866	291 854	622 777	852 913	362 559	1 461 013	575 402
Austria	30 321	16 398	3 450	30 504	17 665	5 231	19 988	16 424
Belgium	80 332	27 855	13 285	8 863	23 551	14 032	28 072	24 655
Denmark	17 142	14 865	1 066	3 273	18 748	6 364	23 930	7 097
Finland	15 726	11 908	1 884		4 745	1 431	11 096	15 131
France	178 456	67 665	32 769	83 367	108 385	46 298	109 378	57 731
Germany	345 104	340 935	91 856	146 719	225 916	115 986	302 938	150 291
Ireland	27 815	39 042	4 011	7 760	19 578	7 948	50 541	792
Italy	64 676	31 690	10 409	22 311	71 739	7 828	50 516	25 343
Netherlands	131 217	74 076	30 938	43 645	80 222	32 393	106 804	56 997
Norway	14 198	15 497	4 300	27 333	8 150	19 671	19 946	6 294
Portugal	29 592	5 413	2 230	36 480	6 134	6 138	10 140	7 184
Russian Fed	16 897	4 262	1 878	1 837	7 610	1 539	15 086	4 197
Spain	37 098	25 149	1 647	14 946	17 458	6 740	10 132	7 224
Sweden	64 161	28 688	16 016	21 786	25 907	18 787	51 482	19 625
Switzerland	67 929	33 247	7 375	32 186	36 690	15 755	57 644	26 795
Turkey	9 897	8 629	2 587	773	5 036	333	15 120	526
UK	354 031	168 517	59 491	137 917	154 881	42 745	548 769	140 416
Other Europe	65 109	25 032	6 663	3 076	20 497	13 338	29 432	8 681
Middle East	32 696	9 310	1 975	25 976	10 172	6 690	43 988	12 523
UAE	1 152	141		210	114		3 055	72
Other Middle East	31 544	9 168	1 975	25 766	10 058	6 690	40 933	12 451
North America	355 773	143 315	44 548	142 016	201 349	75 531	355 942	75 559
Canada	68 107	40 699	11 196	9 562	31 049	11 011	72 216	13 980
USA	287 666	102 617	33 352	132 454	170 300	64 520	283 726	61 579

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 stayed for only 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.

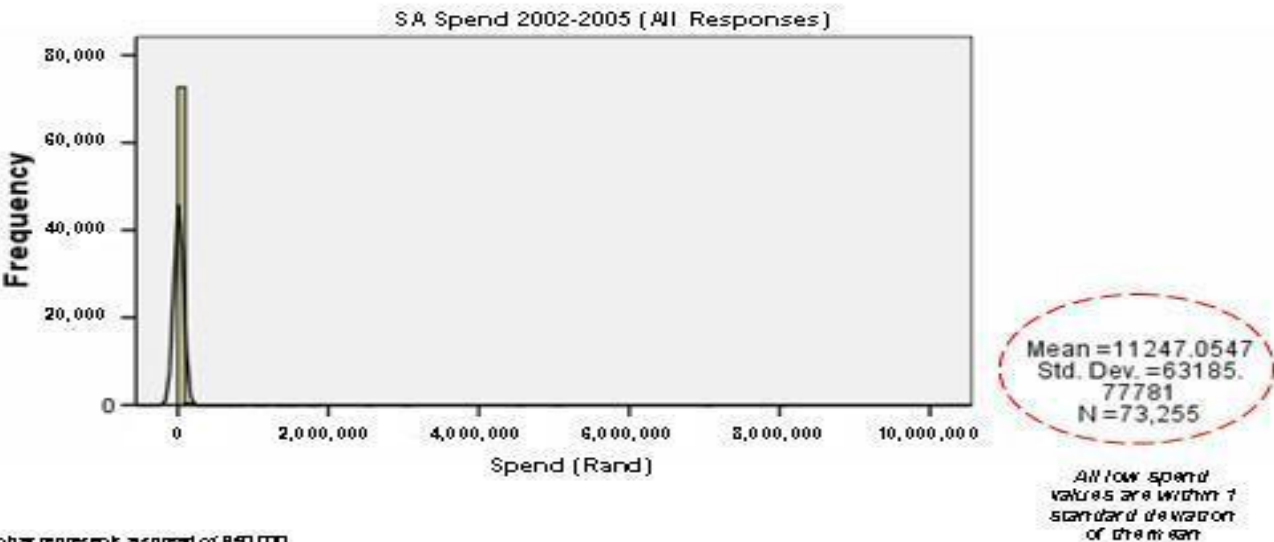
For more details on the methodology used in the survey, please consult our website. SA Tourism's departure survey is weighted using data published by StatsSA. Incorrect data will directly affect the data SA Tourism releases.

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, Month for Analysis
Calculating the value of the mean for 2002-2005 = 11247.0547

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

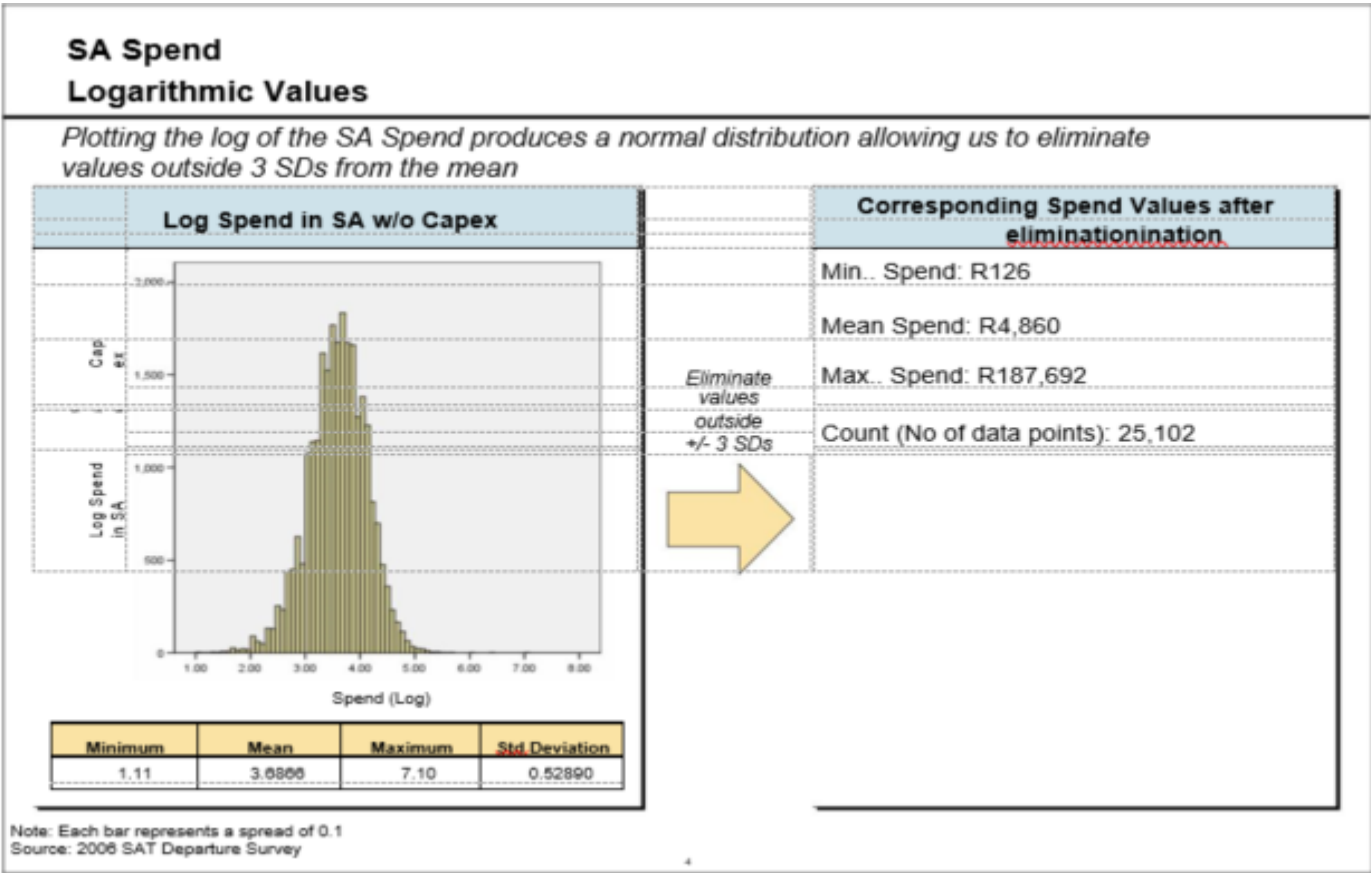
Exclude all variables that fall outside the cut-off values.
The normalisation process leads to the following results for 2006:

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

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

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:



South African Tourism
Private Bag X10012,
Sandton, Johannesburg, 2146
+27 (0) 11 895 3000

info@southafrica.net

www.southafrica.net

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