



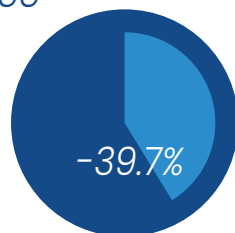
**2021**

# **Tourism Research**

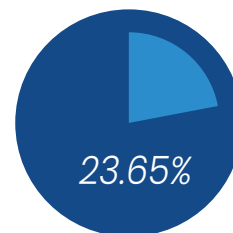
Annual Report

[www.thekingdomofeswatini.com](http://www.thekingdomofeswatini.com)

# Overview



ROOM OCCUPANCY RATE



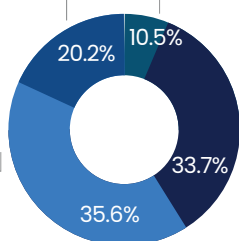
PURPOSE OF VISIT

Leisure

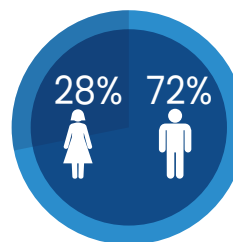
Other

Visit Friends & Relatives

Business



GENDER



GROUP MAKEUP

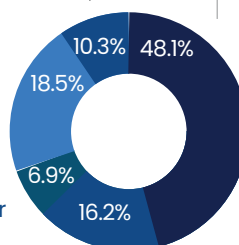


Colleagues



Partners

Other



Individuals

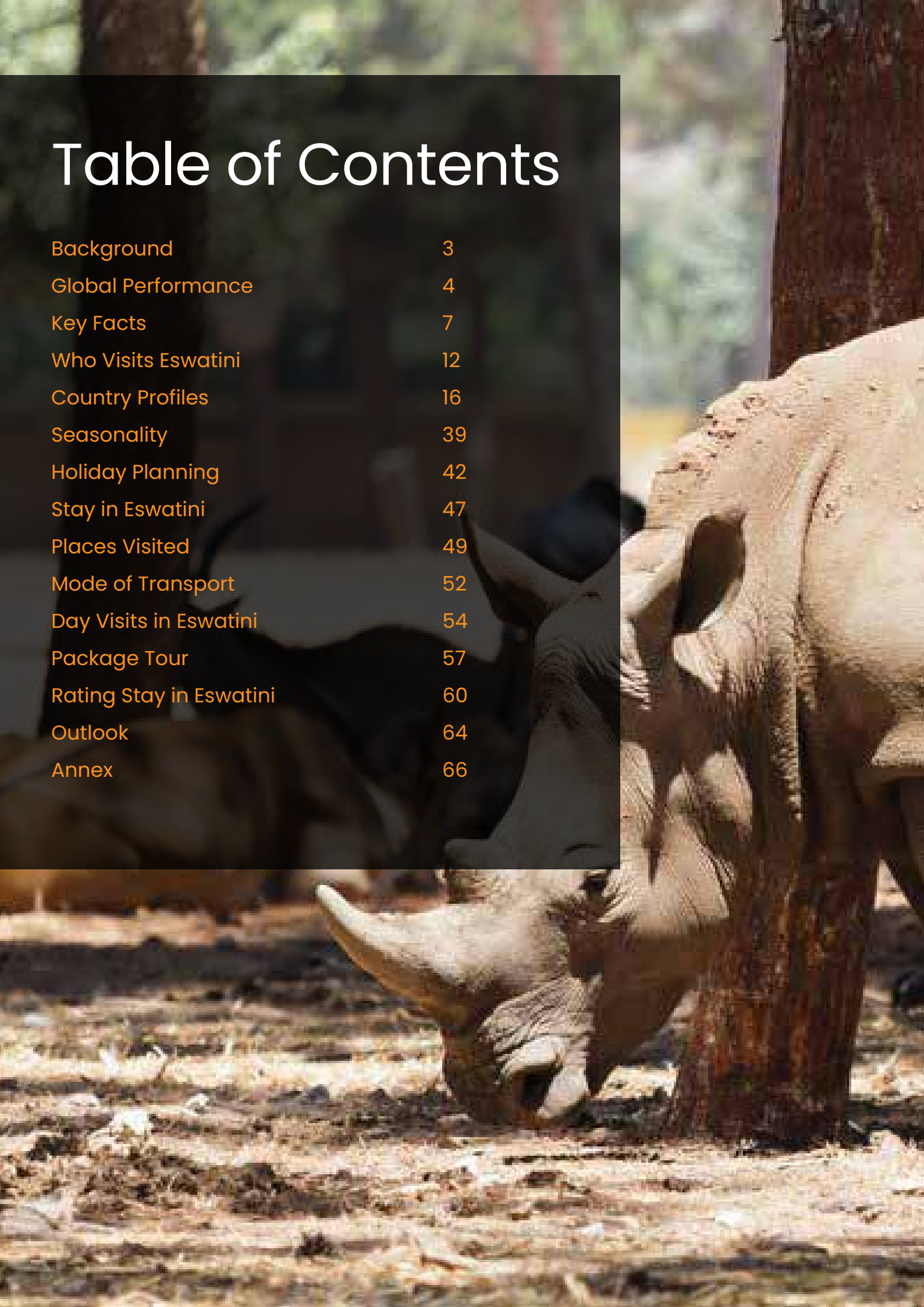


Friends



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# Background

## ***Understanding Tourism Research & Statistics***

In recognizing tourism's important role in the economy of Eswatini, a key objective of ETA is to provide leadership and supporting role to the tourism sector in the measurement and analysis of consistent, reliable, timely and comparable data. This information is used to assess the sector's performance and contribution to national economic activity. The organisation therefore collates data that is designed to provide policymakers, tourism industry players, investors, researchers and the general public with market insights, so as to ensure that supply of tourism characteristic products and services are aligned with market demand.

## ***Our Tourism Research Report***

This publication provides a summary of inbound tourism statistics, relating how the tourism sector performed in 2021 with instances of comparison with earlier years. In its fifteenth edition, this report includes information on global tourism performance, an analysis of the character, behaviour and experiences of international visitors, placing emphasis on the country's top visitor-generating markets. Information in this edition is based on studies carried out by the ETA Research Department which includes data on the Exit Survey, Day Visitor Survey and other periodic visitor surveys. Additionally, key national statistics on the performance of the accommodation sector are provided by the Central Statistics Office and entry/ departure data from the Department of Immigration. Global tourism data is sourced from international tourism and statistics organisations which comprise of World Tourism Organization (UNWTO), Eurostats, OECD and other relevant global tourism studies. This report provides the following information:

- Inbound arrivals, focusing on Eswatini's main source markets
- Purpose of travel for inbound arrivals
- Visitor nights and accommodation performance
- Outbound travel by Eswatini residents

The Tourism Annual Statistics Report and previous annual reports, including statistics on monthly international visitor arrival and annual accommodation performance, are accessible on the ETA website <http://www.thekingdomofeswatini.com> under 'ETA Resources' at the bottom of the homepage. ETA welcomes your input and suggestions for additions in future issues of this publication, and is pleased to grant permission to use excerpts from this material when credit is given to ETA. For more information on Eswatini tourism statistics, please send an email to [statistics@tourismauthority.org.sz](mailto:statistics@tourismauthority.org.sz) or [data@tourismauthority.org.sz](mailto:data@tourismauthority.org.sz) or contact our offices (see back cover).



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## GLOBAL PERFORMANCE

### Highlights

- International Tourist Arrivals
- International Tourist Arrivals by Month 2019-2021
- International Tourist Arrivals & Tourism Receipts 2000-2021

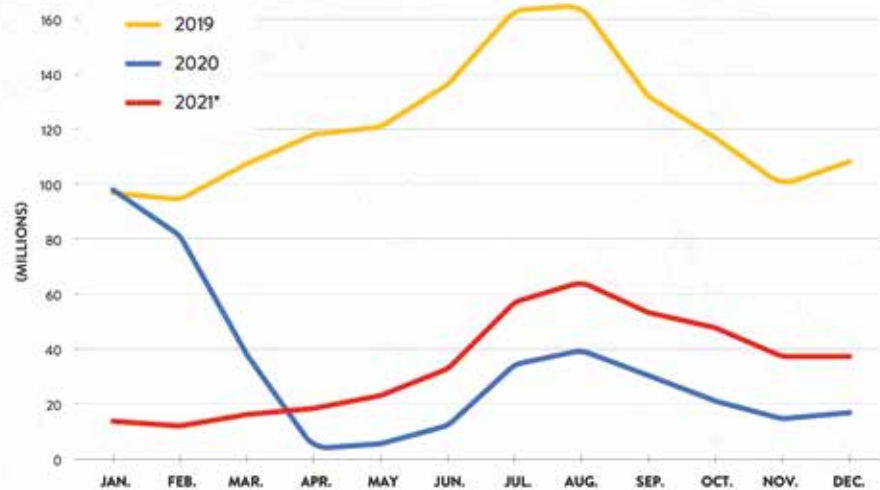
# Global Performance



## INTERNATIONAL TOURIST ARRIVALS BY MONTH (MILLIONS) 2019-2021

\* Provisional data

UNWTO  
SOURCE: UNWTO  
(DATA AS OF JANUARY 2022)



## INTERNATIONAL TOURIST ARRIVALS AND TOURISM RECEIPTS 2000-2021

(e) Figures for 2021 are preliminary estimates

<sup>1</sup> Real percentage change (local currencies, constant prices)

UNWTO  
SOURCE: UNWTO  
(DATA AS OF JANUARY 2022)



## 2021 Highlights

- International tourist arrivals increased by 4% in 2021 compared to 2020, however they remained 72% below 2019 levels.
- 2021 saw 15 million more international tourist arrivals compared to 2020.
- After a weak first half of 2021, international tourism rebounded moderately during the months of May to July, boosting results for the third quarter. The positive momentum continued into the fourth quarter.
- The Americas and Europe saw the best results in 2021. The Caribbean recorded the best performance by subregion.
- The recent improvement was driven by increased traveler confidence amid rapid progress on vaccinations and the easing of travel restrictions in many destinations.
- Average receipts per arrival exceeded US\$ 1,500 in 2021, due to large pent-up savings and longer periods of stay, but also higher transport and accommodation prices.
- The number of closed destinations on account of the COVID-19 pandemic dropped to the lowest level in November 2021. Asia and the Pacific remains the region with the largest share of closed destinations.
- The recovery remains fragile and uneven amid the emergence of the new Omicron variant and surging infections in some parts of the world.



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KEY FACTS

## Highlights

- Arrivals by Country
- Arrivals by Region
- Arrivals by Length of Stay
- Hotel Statistics
- Hotel Outbound Travel

## Arrivals by country

| Region/ Country                  | 2015             | 2016             | 2017             | 2018             | 2019             | 2020           | 2021           |
|----------------------------------|------------------|------------------|------------------|------------------|------------------|----------------|----------------|
| <b>AFRICA</b>                    | <b>1 104 525</b> | <b>1 110 907</b> | <b>1 156 336</b> | <b>1 116 187</b> | <b>1 087 705</b> | <b>315 233</b> | <b>196 753</b> |
| Botswana                         | 5 833            | 5 969            | 5 837            | 5 450            | 5 428            | 1 451          | 1 055          |
| Kenya                            | 1 590            | 1 926            | 1 766            | 1 540            | 1 682            | 459            | 549            |
| Lesotho                          | 5 092            | 5 682            | 6 859            | 7 061            | 5 662            | 1 258          | 1 323          |
| Malawi                           | 5 493            | 5 055            | 5 257            | 4 800            | 5 336            | 1 674          | 885            |
| Mozambique                       | 181 271          | 202 042          | 213 920          | 195 644          | 146 421          | 51 273         | 28 468         |
| Nigeria                          | 3 668            | 3 734            | 3 483            | 3 371            | 2 987            | 739            | 872            |
| RSA                              | 810 249          | 814 220          | 850 221          | 832 276          | 856 095          | 238 324        | 147 737        |
| Tanzania                         | 6 311            | 5 659            | 5 694            | 5 483            | 6 039            | 1 679          | 1 076          |
| Zambia                           | 5 380            | 5 600            | 5 447            | 4 936            | 4 437            | 1 193          | 1 178          |
| Zimbabwe                         | 69 467           | 49 295           | 46 179           | 44 231           | 42 956           | 14 089         | 10 486         |
| Other Africa                     | 10 171           | 11 723           | 11 673           | 11 395           | 10 660           | 3 093          | 3 124          |
| <b>NORTH &amp; SOUTH AMERICA</b> | <b>23 416</b>    | <b>24 210</b>    | <b>25 636</b>    | <b>22 809</b>    | <b>21 093</b>    | <b>4 225</b>   | <b>2 184</b>   |
| Brazil                           | 996              | 1 132            | 1 329            | 1 259            | 840              | 175            | 83             |
| Canada                           | 3 568            | 4 137            | 4 412            | 4 055            | 3 815            | 988            | 215            |
| USA                              | 17 988           | 18 014           | 18 595           | 16 243           | 15 048           | 1 788          | 1 702          |
| Other America                    | 864              | 928              | 1 300            | 1 252            | 1 389            | 274            | 184            |
| <b>ASIA</b>                      | <b>20 384</b>    | <b>25 846</b>    | <b>25 790</b>    | <b>22 172</b>    | <b>22 376</b>    | <b>6 666</b>   | <b>6 145</b>   |
| China                            | 2 221            | 2 732            | 2 650            | 2 293            | 2 260            | 555            | 705            |
| India                            | 5 145            | 6 867            | 7 580            | 6 070            | 6 364            | 2 022          | 1 753          |
| Pakistan                         | 5 216            | 7 450            | 7 517            | 6 166            | 5 892            | 2 063          | 2 119          |
| Philippines                      | 477              | 574              | 409              | 465              | 486              | 133            | 90             |
| South Korea                      | 2 315            | 2 300            | 1 904            | 2 032            | 1 922            | 391            | 303            |
| Taiwan                           | 1 105            | 1 240            | 1 248            | 1 331            | 1 688            | 340            | 344            |
| Other Asia                       | 3 905            | 4 681            | 4 481            | 3 814            | 3 765            | 1 63           | 831            |
| <b>EUROPE</b>                    | <b>103 559</b>   | <b>112 974</b>   | <b>129 955</b>   | <b>111 569</b>   | <b>90 460</b>    | <b>18 464</b>  | <b>5 289</b>   |
| Belgium                          | 4 909            | 5 588            | 6 529            | 6 491            | 5 646            | 721            | 235            |
| France                           | 19 360           | 21 253           | 32 802           | 26 162           | 21 091           | 4 371          | 692            |
| Germany                          | 21 510           | 22 895           | 23 981           | 22 622           | 16 400           | 3 261          | 585            |
| Italy                            | 3 277            | 3 455            | 3 682            | 3 303            | 2 976            | 466            | 230            |
| Netherlands                      | 17 414           | 20 750           | 24 150           | 19 299           | 16 389           | 2 526          | 298            |
| Norway                           | 929              | 766              | 624              | 495              | 498              | 113            | 47             |
| Portugal                         | 6 047            | 6 610            | 5 657            | 4 264            | 3 142            | 895            | 619            |
| Sweden                           | 2 167            | 2 233            | 2 008            | 1 622            | 1 164            | 486            | 94             |
| Switzerland                      | 3 678            | 3 452            | 3 516            | 3 344            | 2 735            | 543            | 82             |
| UK                               | 14 646           | 15 503           | 16 069           | 13 885           | 11 285           | 2 772          | 1 473          |
| Other Europe                     | 9 622            | 10 469           | 10 938           | 10 083           | 9 134            | 2 311          | 934            |
| <b>OCEANIA</b>                   | <b>2 763</b>     | <b>3 132</b>     | <b>3 329</b>     | <b>3 043</b>     | <b>2 501</b>     | <b>412</b>     | <b>62</b>      |
| Australia                        | 2 763            | 3 132            | 3 329            | 3 043            | 2 501            | 412            | 62             |
| <b>MIDDLE EAST</b>               | <b>1 253</b>     | <b>1 519</b>     | <b>1 594</b>     | <b>1 473</b>     | <b>1 386</b>     | <b>348</b>     | <b>272</b>     |
| Kuwait                           | 69               | 67               | 40               | 59               | 24               | 6              | 1              |
| Iran                             | 53               | 68               | 84               | 68               | 52               | 13             | 33             |
| Israel                           | 913              | 1 164            | 1 089            | 1 011            | 1 029            | 232            | 119            |
| Saudi Arabia                     | 20               | 4                | 25               | 7                | 5                | 3              | 0              |
| UAE                              | 8                | 6                | 13               | 11               | 10               | 5              | 1              |
| Other Mid East                   | 189              | 208              | 342              | 317              | 265              | 89             | 118            |
| <b>TOTAL</b>                     | <b>1 255 901</b> | <b>1 278 587</b> | <b>1 342 641</b> | <b>1 277 253</b> | <b>1 225 520</b> | <b>345,348</b> | <b>210 705</b> |

Source: ETA in collaboration with the Department of Immigration (Entry/Exit cards)  
 Note: Data for visitors are compiled from Entry/ Exit Forms completed by all visitors arriving in Eswatini at the entry points  
 Data excludes arrivals of Swazis

## Arrivals by Region

| Region of Residence |          |        |         |           |           | Visitor Nights              |                       |                             |
|---------------------|----------|--------|---------|-----------|-----------|-----------------------------|-----------------------|-----------------------------|
| YEAR                | AMERICAS | ASIA   | EUROPE  | AFRICA    | TOTAL     | AV. LENGTH OF STAY (NIGHTS) | FORMAL ACCOMMODATION* | OVERALL NIGHTS <sup>1</sup> |
| 2015                | 23 416   | 24 401 | 103 559 | 1 104 525 | 1 255 901 | 3,42                        | 272 911               | 4 289 727                   |
| 2016                | 24 210   | 30 497 | 112 974 | 1 110 907 | 1 278 588 | 3,50                        | 280 569               | 4 478 492                   |
| 2017                | 25 636   | 29 119 | 129 955 | 1 156 336 | 1 342 641 | 2,64                        | 308 203               | 3 550 197                   |
| 2018                | 22 809   | 25 215 | 111 569 | 1 116 187 | 1 277 253 | 2,27                        | 279 884               | 2 895 584                   |
| 2019                | 21 093   | 24 877 | 90 460  | 1 087 705 | 1 225 520 | 1,80                        | 372 563               | 2 778 302                   |
| 2020                | 4 225    | 7 079  | 18 464  | 315 233   | 345 233   | 2,01                        | 159 927               | 694 557                     |
| 2021                | 2 184    | 6 479  | 5 289   | 196 753   | 210 705   | 4,03                        | 140 385               | 685 524                     |

\* indicates formal accommodation only  
<sup>1</sup> indicates private and formal accommodation

## Arrivals by Border Post

| Border Post   | 2015             | 2016             | 2017             | 2018             | 2019             | 2020           | 2021           |
|---------------|------------------|------------------|------------------|------------------|------------------|----------------|----------------|
| Airport       | 370              | 328              | 495              | 331              | 372              | 34             | 56             |
| Bulembu       | 9 055            | 9 482            | 7 823            | 6 383            | 6 768            | 1 683          | 1              |
| KMIII         | 19 532           | 20 053           | 19 600           | 19 188           | 18 658           | 3 619          | 5 266          |
| Gege          | 11 406           | 12 035           | 10 433           | 9 334            | 12 209           | 2 359          | 0              |
| Lavumisa      | 220 143          | 223 360          | 238 526          | 208 910          | 164 390          | 47 958         | 30 448         |
| Lomahasha     | 39 445           | 68 929           | 83 627           | 84 201           | 74 310           | 40 234         | 28 861         |
| Lundzi        | 2 051            | 3 639            | 5 134            | 3 475            | 3 058            | 403            | 0              |
| Mahamba       | 106 790          | 110 520          | 113 225          | 113 983          | 117 037          | 35 618         | 25 806         |
| Mananga       | 88 085           | 81 214           | 88 901           | 103 665          | 116 002          | 29 404         | 14 292         |
| Matsamo       | 126 360          | 122 385          | 138 421          | 134 639          | 152 918          | 33 564         | 11 741         |
| Mhlumeni      | 127 486          | 131 462          | 129 814          | 114 977          | 81 211           | 15 584         | 2 612          |
| Ngwenya       | 407 733          | 399 035          | 423 918          | 394 787          | 395 619          | 121 345        | 91 622         |
| Nsalitje      | 20 675           | 17 284           | 16 524           | 15 093           | 13 109           | 1 784          | 0              |
| Sandlane      | 14 107           | 20 922           | 20 244           | 21 214           | 19 435           | 2 455          | 0              |
| Sicunusa      | 62 605           | 57 939           | 45 956           | 47 073           | 50 424           | 9 303          | 0              |
| Mpaka Railway | 58               | 0                | 0                | 0                | 0                | 0              | 0              |
| <b>TOTAL</b>  | <b>1 255 901</b> | <b>1 278 587</b> | <b>1 342 641</b> | <b>1 277 254</b> | <b>1 225 520</b> | <b>345 348</b> | <b>210 705</b> |

## Arrivals by Length of Stay

| Length of Stay (Nights)        | 2015             | 2016             | 2017             | 2018             | 2019             | 2020           | 2021           |
|--------------------------------|------------------|------------------|------------------|------------------|------------------|----------------|----------------|
| Less than 1                    | 382 557          | 332 019          | 422 450          | 495 574          | 546 162          | 151 608        | 40 377         |
| 1                              | 267 077          | 309 224          | 358 912          | 289 936          | 187 361          | 81 468         | 34 948         |
| 2                              | 255 283          | 279 232          | 273 059          | 256 728          | 237 187          | 50 179         | 55 532         |
| 3                              | 143 981          | 148 764          | 129 120          | 114 953          | 128 358          | 25 556         | 32 516         |
| 4                              | 64 128           | 58 636           | 56 213           | 40 872           | 43 494           | 10 602         | 18 548         |
| 5                              | 40 541           | 34 791           | 27 596           | 19 159           | 19 553           | 4 938          | 6 390          |
| 6                              | 20 147           | 25 194           | 16 523           | 15 327           | 14 280           | 4 938          | 4 072          |
| 7                              | 12 776           | 19 195           | 12 691           | 8 941            | 9 435            | 3 695          | 3 676          |
| 8-10                           | 19 779           | 24 744           | 14 309           | 11 495           | 8 679            | 3 557          | 4 581          |
| 11-14                          | 17 690           | 18 895           | 9 454            | 8 941            | 11 750           | 414            | 3 563          |
| 15-29                          | 15 356           | 14 396           | 10 817           | 7 664            | 8 390            | 345            | 3 393          |
| 30-59                          | 7 740            | 3 599            | 4 003            | 2 555            | 4 175            | 414            | 1 074          |
| 60 and over                    | 8 846            | 9 898            | 7 495            | 5 109            | 6 621            | 898            | 2 036          |
| <b>TOTAL</b>                   | <b>1 255 901</b> | <b>1 278 587</b> | <b>1 342 641</b> | <b>1 277 253</b> | <b>1 225 520</b> | <b>345 348</b> | <b>210 705</b> |
| Av. Length of Stay (Nights)    |                  |                  |                  |                  |                  |                |                |
| Formal & Private Accommodation | 3,42             | 3,50             | 2,64             | 2,27             | 1,81             | 2,01           | 4,03           |

Source: Exit Survey, Eswatini Tourism Authority  
 Note: Data for visitors are compiled from an Exit Survey conducted at 9 of the 15 points of exit.  
 Data excludes departing Eswatini residents.

## Visitor Arrivals by Profession and Age group

| Profession     | 2015    | 2016    | 2017    | 2018    | 2019    | 2020    | 2021   |
|----------------|---------|---------|---------|---------|---------|---------|--------|
| Professional   | 529 990 | 498 649 | 453 813 | 434 266 | 485 112 | 133 650 | 81 754 |
| Technical      | 97 960  | 101 008 | 134 264 | 106 012 | 79 662  | 19 685  | 19 174 |
| Administration | 71 586  | 79 272  | 98 013  | 89 408  | 88 437  | 17 958  | 10 114 |
| Managerial     | 123 078 | 127 859 | 118 152 | 112 398 | 117 287 | 32 117  | 29 288 |
| Clerical       | 8 791   | 6 393   | 20 140  | 15 327  | 26 521  | 7 252   | 4 003  |
| Skilled        | 82 889  | 88 223  | 92 642  | 84 299  | 85 413  | 32 117  | 22 545 |
| Semi-skilled   | 12 559  | 25 572  | 42 965  | 74 081  | 92 948  | 26 592  | 7 796  |
| Unskilled      | 13 815  | 6 393   | 12 084  | 16 604  | 14 277  | 4 144   | 3 793  |
| Retired        | 108 007 | 145 759 | 127 551 | 104 735 | 71 582  | 25 901  | 6 321  |
| Unemployed     | 57 771  | 49 865  | 57 734  | 53 645  | 32 866  | 11 051  | 2 528  |
| Self-employed  | 80 378  | 99 730  | 136 949 | 151 993 | 107 026 | 30 045  | 17 699 |
| Student        | 67 819  | 48 586  | 46 992  | 34 486  | 24 389  | 4 835   | 5 268  |
| Other          | 1 256   | 1 279   | 1 343   |         |         |         | 421    |

| Age Group (Years) | 2015    | 2016    | 2017    | 2018    | 2019    | 2020    | 2021   |
|-------------------|---------|---------|---------|---------|---------|---------|--------|
| 18-24             | 71 008  | 53 701  | 93 985  | 39 595  | 26 150  | 5 526   | 7 375  |
| 25-34             | 294 104 | 274 896 | 308 807 | 282 273 | 275 068 | 75 286  | 50 569 |
| 35-44             | 361 303 | 375 905 | 295 381 | 397 226 | 462 459 | 129 506 | 75 011 |
| 45-54             | 300 984 | 322 204 | 402 792 | 325 700 | 326 747 | 89 100  | 53 519 |
| 55-64             | 153 440 | 171 331 | 174 543 | 173 706 | 111 391 | 34 189  | 20 228 |
| 65+               | 75 062  | 80 551  | 67 132  | 58 754  | 23 628  | 11 742  | 4 003  |

|              |                  |                  |                  |                  |                  |                |                |
|--------------|------------------|------------------|------------------|------------------|------------------|----------------|----------------|
| <b>Total</b> | <b>1 255 901</b> | <b>1 278 587</b> | <b>1 342 641</b> | <b>1 277 253</b> | <b>1 225 520</b> | <b>345 348</b> | <b>210 705</b> |
|--------------|------------------|------------------|------------------|------------------|------------------|----------------|----------------|

Source: Exit Survey, Eswatini Tourism Authority  
 Note: Data for visitors are compiled from an Exit Survey conducted at 9 of the 15 points of exit.  
 Data excludes departing Eswatini residents

## Hotel Statistics

| Accommodation facilities | 2015               | 2016               | 2017               | 2018               | 2019               | 2020               | 2021               |
|--------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Number of facilities     | 140                | 138                | 157                | 157                | 164                | 178                | 176                |
| Room Available           | 628 611            | 573 575            | 601 343            | 690 677            | 714 293            | 620 380            | 728 451            |
| Room Nights Sold         | 272 911            | 280 569            | 308 203            | 279 884            | 265 345            | 147 613            | 172 286            |
| Domestic Tourists        | 115 359            | 138 562            | 113 651            | 118 196            | 128 190            | 88 801             | 106 265            |
| International Tourists   | 296 537            | 308 046            | 323 195            | 276 513            | 244 373            | 71 126             | 34 119             |
| Total Tourists           | 411 896            | 446 608            | 436 846            | 394 709            | 372 563            | 159 927            | 140 385            |
| Average Nights Spent     | 0,88               | 0,94               | 1,07               | 0,96               | 1,09               | 1,37               | 1,66               |
| Room Occupancy Rate      | 43,41              | 48,92              | 51,25              | 40,52              | 37,00              | 23,79              | 23,65              |
| <b>Total Bill (E)</b>    | <b>271 889 626</b> | <b>365 622 358</b> | <b>380 583 555</b> | <b>387 490 043</b> | <b>431 194 167</b> | <b>203 331 283</b> | <b>231 154 882</b> |
| <b>Total Arrivals</b>    | <b>1 255 901</b>   | <b>1 278 587</b>   | <b>1 342 641</b>   | <b>1 277 253</b>   | <b>1 225 520</b>   | <b>345 348</b>     | <b>210 705</b>     |

Source: Central Statistics Office (CSO)

Rooms Available - refers to room-nights available for occupancy. Excludes rooms closed for renovations and staff use as declared in the statutory forms.

Average Nights Spent- refers to total room nights sold by number of rooms available

## Outbound Travel

| YEAR/MONTH        | NUMBER OF DEPARTURES |           |           | PERCENTAGE CHANGE % |       |       |
|-------------------|----------------------|-----------|-----------|---------------------|-------|-------|
| MODE OF DEPARTURE | AIR                  | ROAD      | TOTAL     | AIR                 | ROAD  | TOTAL |
| 2015              | 8 910                | 1 704 411 | 1 713 321 | 3,7                 | 3,4   | 3,4   |
| 2016              | 7 650                | 1 781 655 | 1 789 305 | -14,1               | 25,5  | -25,4 |
| 2017              | 8 261                | 1 742 576 | 1 750 837 | 8,0                 | -2,2  | -2,1  |
| 2018              | 8 076                | 1 708 920 | 1 716 997 | -2,3                | -2,0  | -2,0  |
| 2019              | 8 151                | 1 712 512 | 1 720 663 | 0,9                 | 0,0   | 0,0   |
| 2020              | 1 458                | 486 405   | 487 863   | -4,6                | -2,5  | -2,5  |
| 2021              | 2 042                | 293 313   | 295 355   | 40,1                | -39,7 | -39,5 |
| January           | 273                  | 14 957    | 15 230    | -34,8               | -89,1 | -88,9 |
| February          | 109                  | 14 081    | 14 190    | -80,2               | -88,5 | -88,5 |
| March             | 101                  | 22 313    | 22 414    | -50,2               | -75,4 | -75,4 |
| April             | 120                  | 23 985    | 24 105    | 2900,0              | 289,9 | 291,6 |
| May               | 100                  | 28 083    | 28 183    | -                   | 182,9 | 183,9 |
| June              | 101                  | 25 375    | 25 476    | 110,4               | 97,3  | 97,4  |
| July              | 81                   | 18 545    | 18 626    | -                   | 32,9  | 33,5  |
| August            | 183                  | 25 504    | 25 687    | 1120,0              | 74,4  | 75,5  |
| September         | 238                  | 30 094    | 30 332    | 1730,8              | 103,5 | 104,9 |
| October           | 351                  | 27 665    | 28 016    | 322,9               | 48,9  | 50,1  |
| November          | 252                  | 31 143    | 31 395    | 111,8               | 28,1  | 28,5  |
| December          | 133                  | 31 568    | 31 701    | 4333,3              | 52,0  | 52,6  |

Source: ETA in collaboration with the department of Immigration (Entry/Departure Cards)



# 4

WHO VISITS ESWATINI

## Highlights

- Our Markets
- World Regions
- Profession
- Age and Sex

# Visitor Profile

## OUR MARKETS



### • RSA

**2019 (Pre-COVID)**  
(69,9%) 856 095

**2020**  
(74,4%) 238 324

**2021**  
(70,1%) 147 737

#### Travel Restrictions

28-02-2021  
22-04-2021  
30-05-2021  
15-06-2021  
17-06-2021  
27-06-2021  
29-06-2021  
25-07-2021  
30-07-2021  
12-09-2021  
30-09-2021



### • MOZAMBIQUE

**2019 (Pre-COVID)**  
(11,9%) 146 421

**2020**  
(16,0%) 51 273

**2021**  
(13,5%) 28 468

#### Travel Restrictions

14-01-2021  
28-04-2021  
28-04-2021



### • UK

**2019 (Pre-COVID)**  
(0,9%) 11 285

**2020**  
(0,8%) 1 258

**2021**  
(0,6%) 1 323

#### Travel Restrictions

22-06-2021  
24-11-2021



### • GERMANY

**2019 (Pre-COVID)**  
(1,3%) 16 400

**2020**  
(1,0%) 3 261

**2021**  
(0,8%) 1 753

#### Travel Restrictions

01-02-2021  
03-12-2021



### • NETHERLANDS

**2019 (Pre-COVID)**  
(1,3%) 16 389

**2020**  
(0,9%) 2 788

**2021**  
(0,8%) 1 702

#### Travel Restrictions

01-02-2021  
19-12-2021



### • ZAMBIA

**2019 (Pre-COVID)**  
(1,7%) 21 091

**2020**  
(1,4%) 4 371

**2021**  
(1,0%) 2 119

#### Travel Restrictions

17-02-2021  
26-11-2021



### • LESOTHO

**2019 (Pre-COVID)**  
(0,5%) 5 662

**2020**  
(0,4%) 1 258

**2021**  
(0,6%) 1 323

#### Travel Restrictions

1-08-2021



### • USA

**2019 (Pre-COVID)**  
(1,2%) 15 048

**2020**  
(0,8%) 2 788

**2021**  
(0,8%) 2 788

#### Travel Restrictions

25-10-2021  
26-11-2021



### • TANZANIA

**2019 (Pre-COVID)**  
(0,5%) 6 039

**2020**  
(0,5%) 1 679

**2021**  
(0,5%) 1 679

#### Travel Restrictions

12-08-2021



### • FRANCE

**2019 (Pre-COVID)**  
(1,7%) 21 091

**2020**  
(1,7%) 21 091

**2021**  
(1,0%) 2 119

#### Travel Restrictions

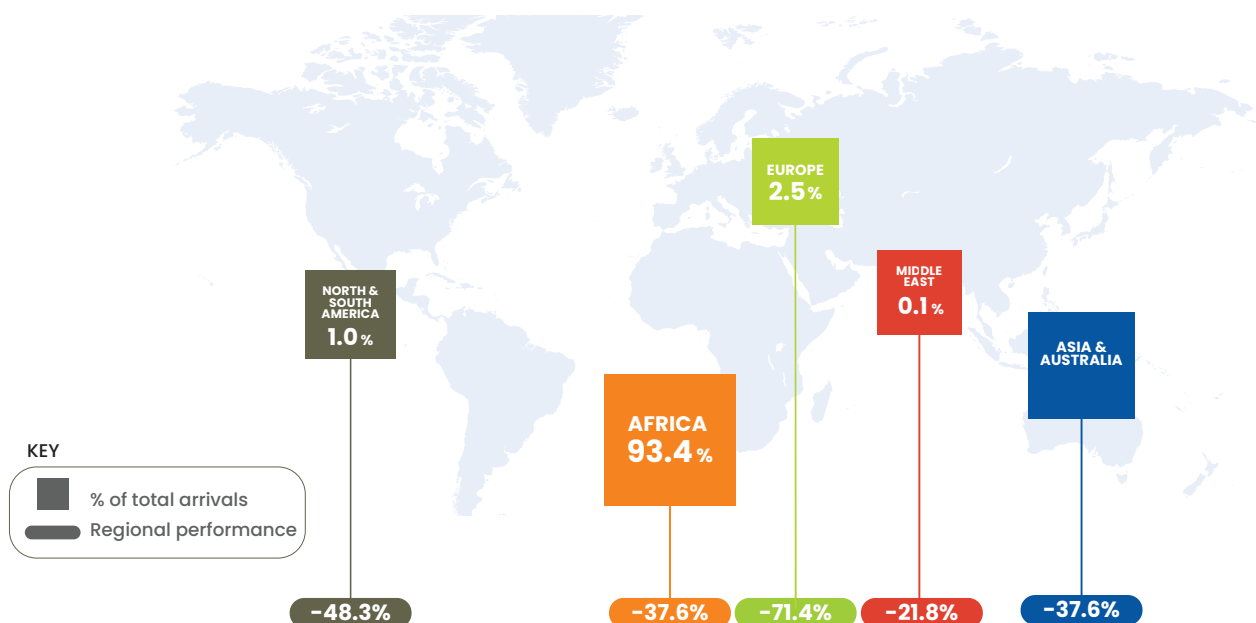
01-02-2021  
04-12-2021

\* Travel Restrictions: Outbound travel restricted for non-essential travel.  
Pre-COVID: 2019 annual arrivals to Eswatini

## VISITORS BY COUNTRY OF RESIDENCE

- Africa (93.4%), Asia & Australia (2.9%) and Europe (2.5%) continue to be the leading source markets for visitors to Eswatini. Most visitors from Africa continue to be from South Africa (70.1%) and Mozambique (13.5%) with the majority of South African visitors coming from the Gauteng (33.3%) and Mpumalanga (31.8%) provinces.
- Most visitors from Europe are from France (1.7%); Germany (1.3%) and the Netherlands (1.3%).
- Majority of visitors to Swaziland travelled in the company of either a partner; friends/relatives and family and colleagues, while 49.1% travelled alone.
- For visitors who did not travel alone (51.9%), the majority of travel partners are typically females (64.1%) while 47.2 percent tend to be male partners. Majority of travel partners were between ages 18 to 24 (61.2%) and 25 to 34 (53.9%) respectively.

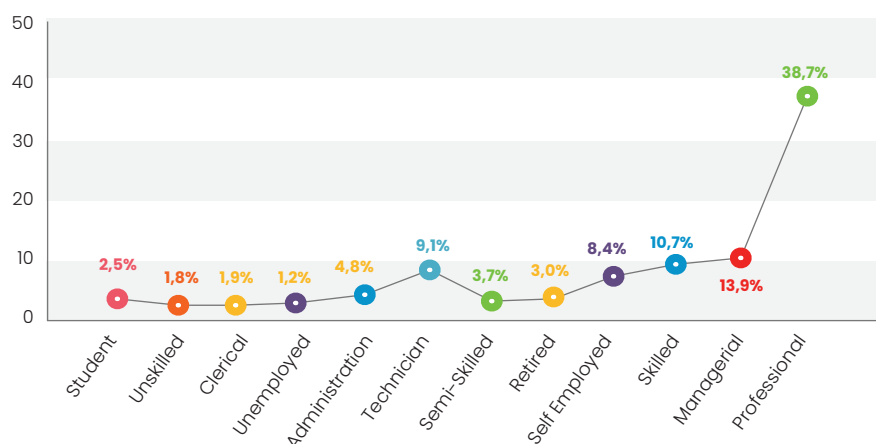
## VISITORS BY COUNTRY WORLD REGION



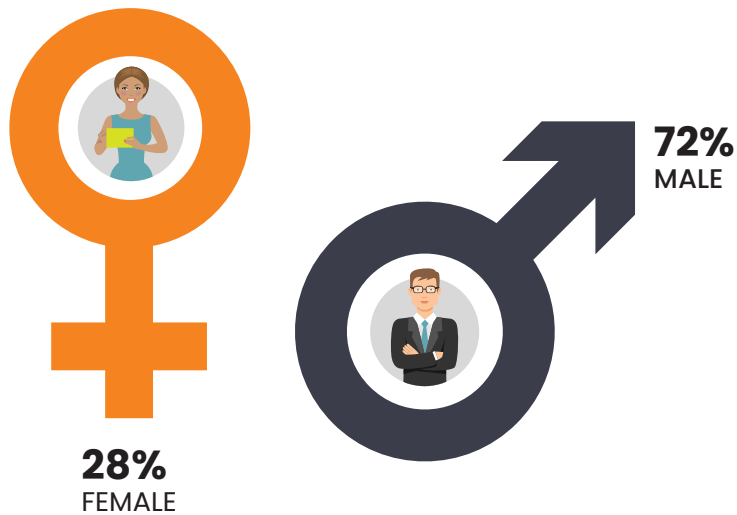
## VISITORS BY PROFESSION

- Most visitors to Eswatini are professionals (38.7%) or are self-employed (10%). Only 3.7% and 1.8% of the people who visit Eswatini are semi-skilled or unskilled respectively.

### Performance vs 2019

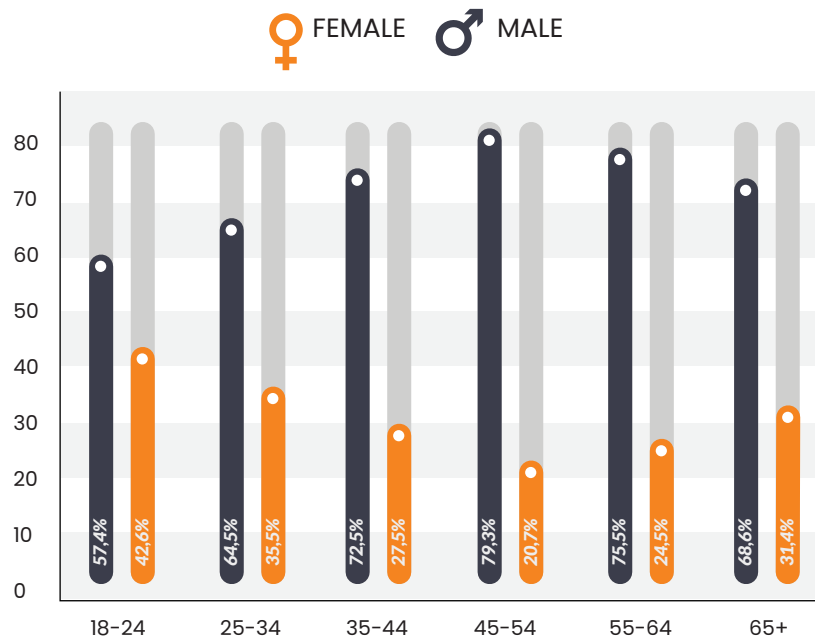


## SEX OF VISITORS



The year 2021 recorded 210,705 international tourist arrivals into Eswatini. The majority of those visitors (72.0%) were male [majority of whom are between ages 35 to 54] and (28.0%) were female visitors [majority of whom are between ages 18 to 34].

## VISITORS BY AGE AND SEX





# 5

## COUNTRY PROFILES

### Highlights

- RSA
- Mozambique
- Germany
- France
- United Kingdom
- Netherlands
- USA



# SOUTH AFRICA



**5 502 000**  
Pensioners



**60 142 978**  
Total Population



**34 545 165**  
Internet Users



**ZAR**  
Currency



**\$6, 861.17**  
Per Capita GDP  
(current US \$)



**24 600 000**  
Facebook  
Users



**34,9%**  
Unemployment

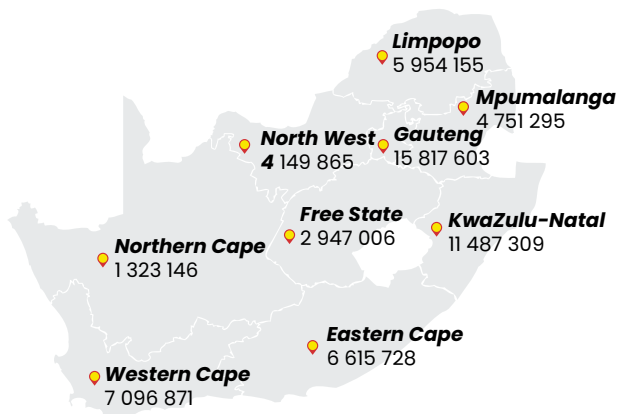


**21 Days**  
Annual Leave Days

## A 文 Official Languages

Afrikaans  
English  
SiSwati  
Tsong  
Tswana  
Sesotho

Zulu  
Venda  
Sepedi  
Xhosa  
Ndebele



## RSA Average Annual expenditure (ZAR)

|                                      |       |
|--------------------------------------|-------|
| Food & non-alcoholic drinks          | 8 081 |
| Alcoholic drink, tobacco & narcotics | 2 046 |
| Clothing & footwear                  | 7 522 |
| Housing, fuel & power                | 2 458 |
| Health                               | 3 091 |
| Transport                            | 8 35  |
| Communication <sup>3</sup>           | 2 33  |
| Recreation & culture <sup>3</sup>    | 8 36  |
| Education                            | 1 042 |
| Restaurants & hotels                 | 4 684 |
| Miscellaneous goods and services     |       |



**Arrivals**  
(in Eswatini)  
**147,737**  
-38%



**Length of stay**  
(Per Trip)  
**2,97**  
52%



**Av. Expenditure**  
(Per Trip)  
**3,943**  
134%

## What is the main reason for your visit?

With Friends  
/Relatives



38,2%

Holiday  
/Leisure



18,8%

Business  
/Conference



34,4%

## Who are you travelling with?

Alone



50,5%

With Partner



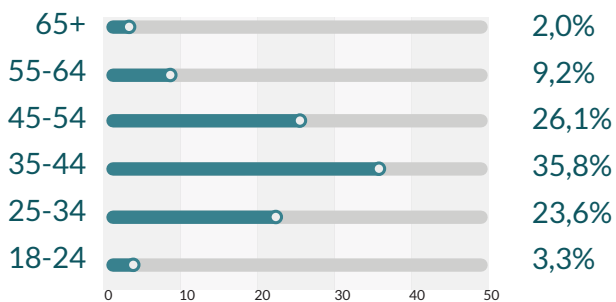
17,5%

With Friends  
/Relatives



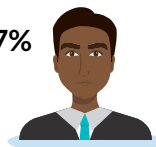
16,9%

## Age Groups



## South African Visitors

72,7%



Male

27,3%



Female

## Number of Nights



82,8%  
One or more  
nights



11,9%  
None (I was  
visiting for  
a day)



5,3%  
None (I am  
in transit)

## Frequency of visit



11,5%  
First Visit



24,4%  
1-2 times



18,4%  
3-4 times



9,6%  
5-6 times



8,7%  
Twice a year



17,2%  
Frequently  
(>5 times a year)



7,6%  
Monthly



2,6%  
Weekly

## Accommodation



47,4%  
Private (VFR)



19,1%  
Hotel



9,3%  
Guest House



10,3%  
Game  
/Nature Park



1,6%  
Camping  
/Caravan



8,9%  
B&B



1,3%  
Self Catering



0,5%  
Backpacker

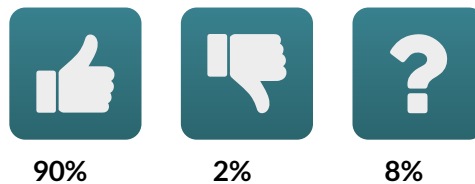


1,5%  
Other

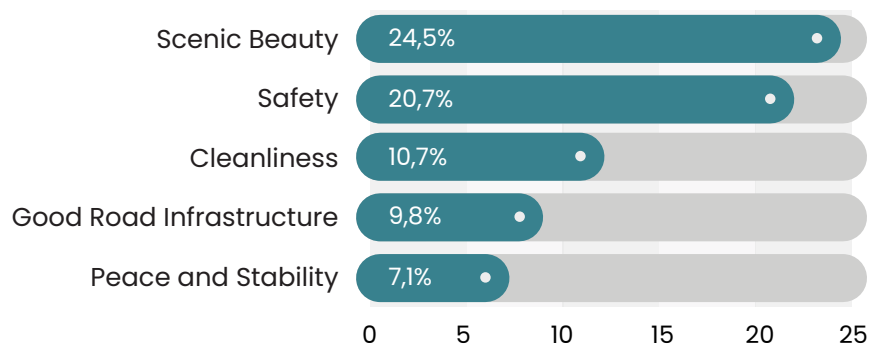
## Perceptions Prior to Visit



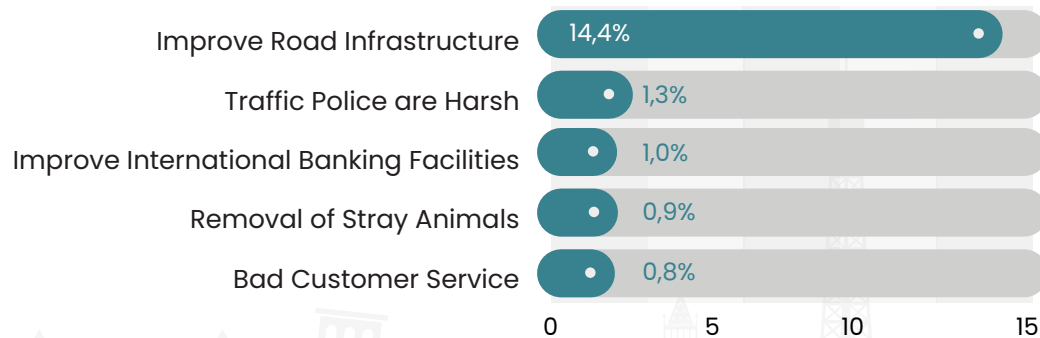
## Recommendations



## Highlights



## Complaints





# MOZAMBIQUE



**1 309 842**  
Pensioners



**32,163,047**  
Total Population



**6 523 613**  
Internet Users



**Metical**  
Currency

**A 文 Official Languages**

Portuguese



**\$492,27**  
Per Capita GDP  
(current US \$)



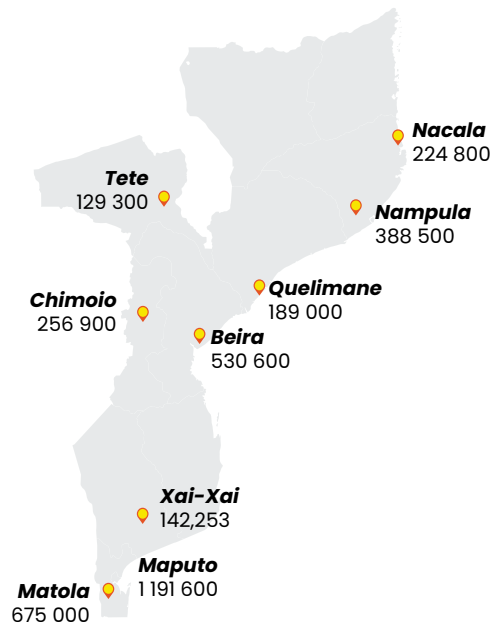
**2 756 000**  
Facebook  
Users



**28,4%**  
Unemployment



**25 Days**  
Annual Leave Days



## Mozambique Average Annual expenditure (MT)

|                                      |       |
|--------------------------------------|-------|
| Food & non-alcoholic drinks          | 8 081 |
| Alcoholic drink, tobacco & narcotics |       |
| Clothing & footwear                  | 2 046 |
| Housing, fuel & power                | 7 522 |
| Health                               | 2 458 |
| Transport                            | 3 091 |
| Communication <sup>3</sup>           | 8 35  |
| Recreation & culture <sup>3</sup>    | 2 33  |
| Education                            | 8 36  |
| Restaurants & hotels                 | 1 042 |
| Miscellaneous goods and services     | 4 684 |



**Arrivals**  
(in Eswatini)  
**28,468**  
-44,5%



**Length of stay**  
(Per Trip)  
**3,06**  
128%



**Av. Expenditure**  
(Per Trip)  
**4,021**  
272%

## What is the main reason for your visit?

With Friends  
/Relatives



30,0%

Holiday  
/Leisure



18,2%

Business  
/Conference



26,1%

## Who are you travelling with?

Alone



38,7%

With Partner



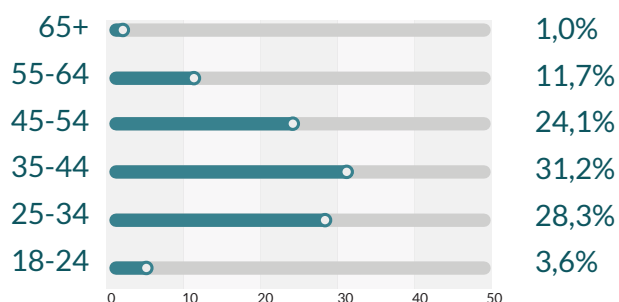
22,3%

With Family

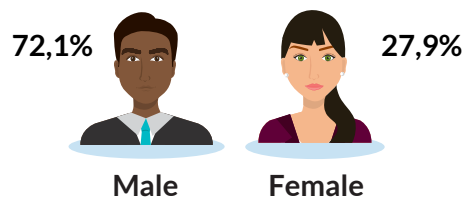


15,8%

## Age Groups



## Mozambican Visitors



## Number of Nights



60,3%  
One or more  
nights



25,9%  
None (I was  
visiting for  
a day)



13,8%  
None (I am  
in transit)

## Frequency of visit



10,7%  
First Visit



9,9%  
1-2 times



20,6%  
3-4 times



5,5%  
5-6 times



2,6%  
Twice a year



46,4%  
Frequently  
(>5 times a year)



2,2%  
Monthly



2,0%  
Weekly

## Accommodation



44,1%  
Private (VFR)



16,5%  
Hotel



5,1%  
Guest House



18,9%  
Game  
/Nature Park



0,7%  
Camping  
/Caravan



3,0%  
B&B



10,1%  
Self Catering

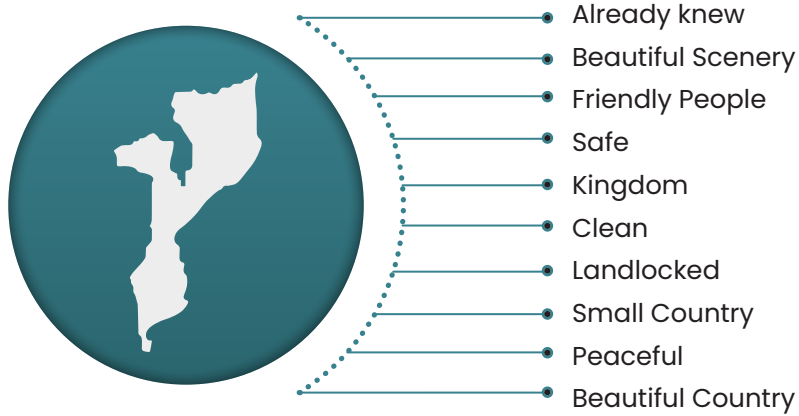


0,3%  
Backpacker

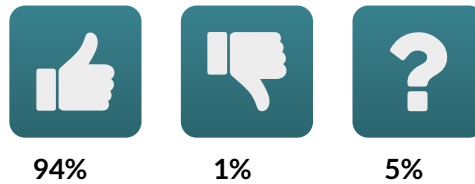


1,5%  
Other

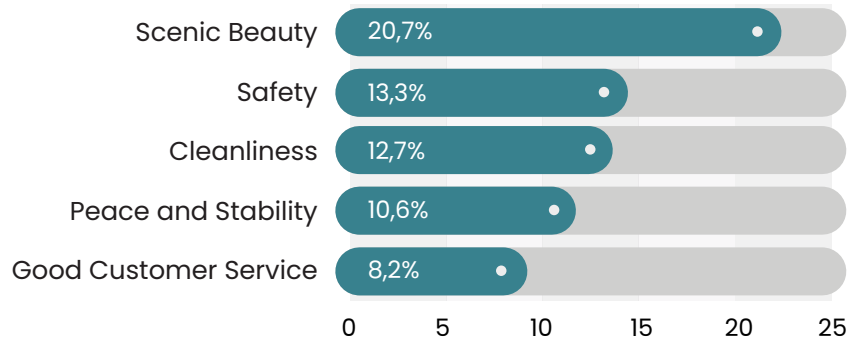
## Perceptions Prior to Visit



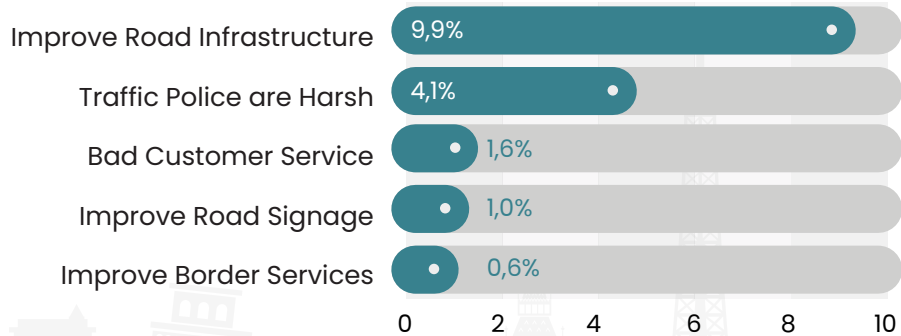
## Recommendations



## Highlights



## Complaints





# GERMANY



**24 051 286**  
Pensioners



**83 222 442**  
Total Population



**79 127 551**  
Internet Users



**Euro**  
Currency

**A 文 Official Languages**

German



**\$50,787.86**  
Per Capita GDP  
(current US \$)



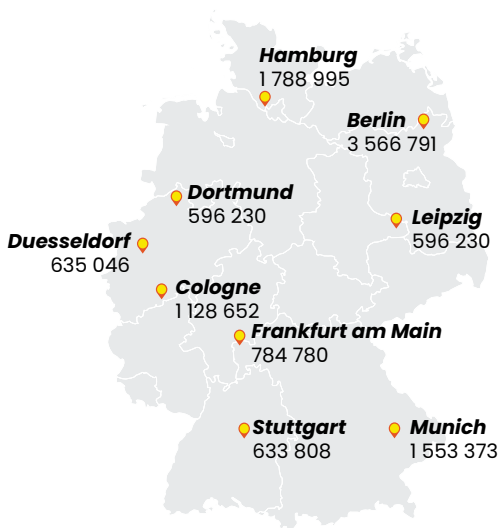
**31 000 000**  
Facebook  
Users



**5,1%**  
Unemployment



**28-32 Days**  
Annual Leave Days



## Germany Average Annual expenditure (€)

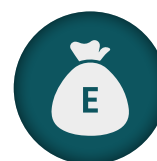
|                                      |           |
|--------------------------------------|-----------|
| Food & non-alcoholic drinks          | 4 901,06  |
| Alcoholic drink, tobacco & narcotics | 1 434,49  |
| Clothing & footwear                  | 1 583,89  |
| Housing, fuel & power                | 10 477,03 |
| Health                               | 2 179,54  |
| Transport                            | 5 357,13  |
| Communication                        | 959,28    |
| Recreation & culture                 | 3 941,99  |
| Education                            | 382,19    |
| Restaurants & hotels                 | 1 579,25  |
| Miscellaneous goods and services     | 5 255,32  |



**Arrivals**  
(in Eswatini)  
**585**  
-82,1%



**Length of stay**  
(Per Trip)  
**4,77**  
200%



**Av. Expenditure**  
(Per Trip)  
**4,929**  
68%

## What is the main reason for your visit?

With Friends  
/Relatives



4,5%

Holiday  
/Leisure



86,4%

Business  
/Conference



4,5%

## Who are you travelling with?

Packaged  
Tour



59.1%

Alone



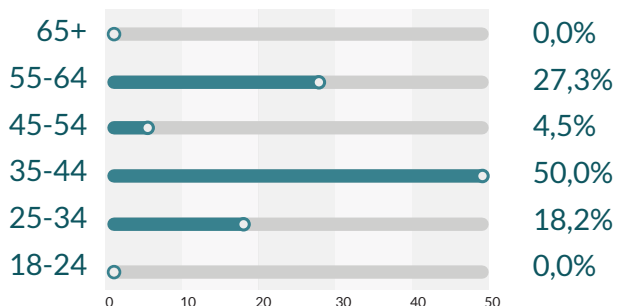
18,2%

With Family



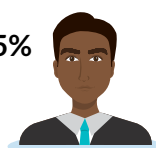
4,5%

## Age Groups



## German Visitors

45,5%



Male

54,5%



Female

## Number of Nights



100,0%  
One or more  
nights



0,0%  
None (I was  
visiting for  
a day)



0,0%  
None (I am  
in transit)

## Frequency of visit



90,9%  
First Visit



4,5%  
1-2 times



0,0%  
3-4 times



4,5%  
5-6 times



0,0%  
Twice a year



0,0%  
Frequently  
(>5 times a year)



0,0%  
Monthly



0,0%  
Weekly

## Accommodation



8,7%  
Private (VFR)



21,7%  
Hotel



8,7%  
Guest House



60,9%  
Game  
/Nature Park



0,0%  
Camping  
/Caravan



0,0%  
B&B

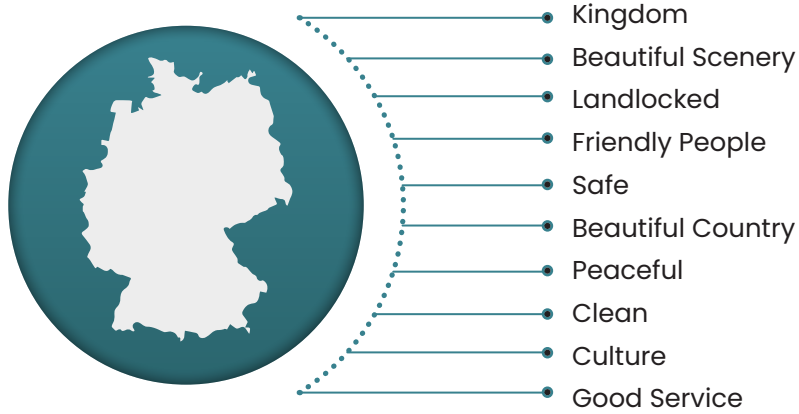


0,0%  
Self Catering

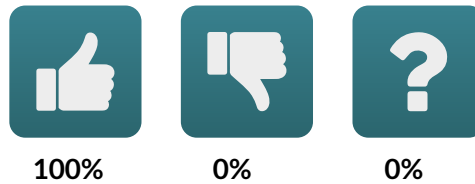


0,0%  
Backpacker

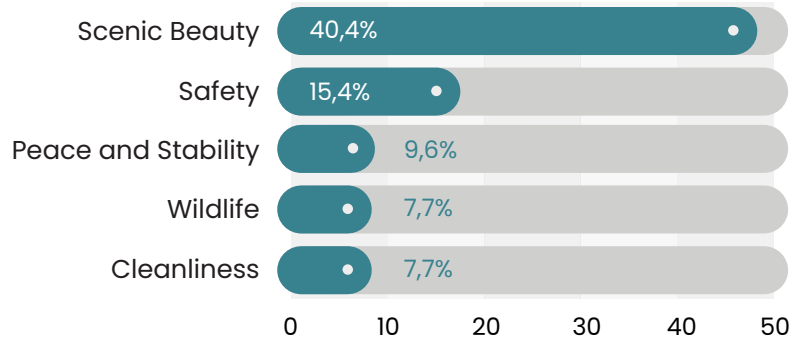
## Perceptions Prior to Visit



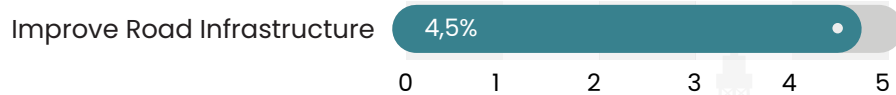
## Recommendations



## Highlights

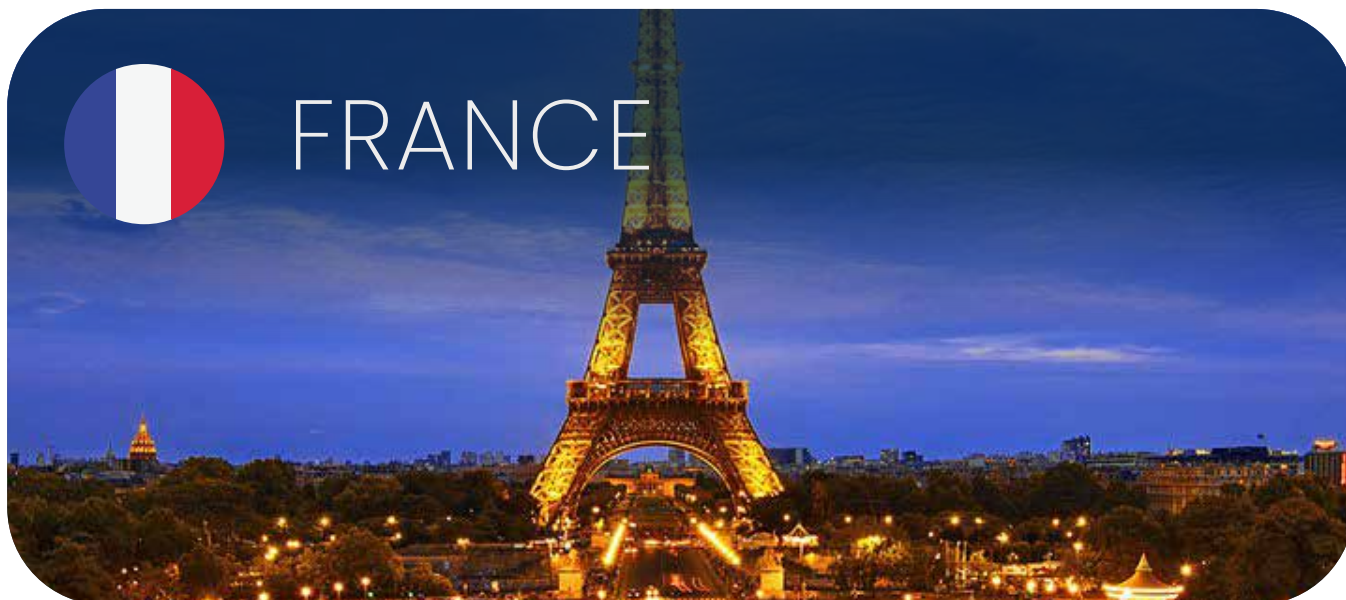


## Complaints





# FRANCE



**18 416 080**  
Pensioners



**67 813 396**  
Total Population



**60 421 689**  
Internet Users



**Euro**  
Currency

**A 文** **Official Languages**

French



**\$45,028.27**  
Per Capita GDP  
(current US \$)



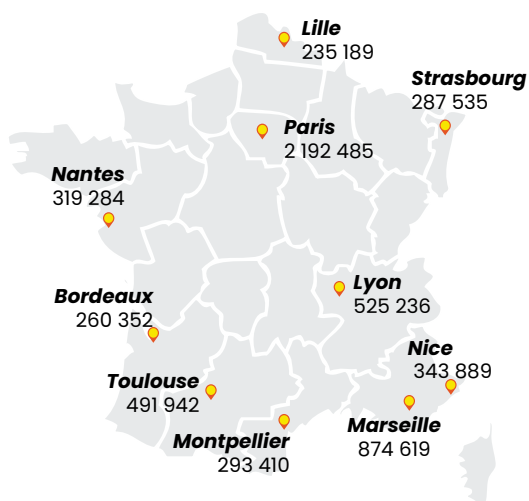
**33 000 000**  
Facebook Users



**8,1%**  
Unemployment



**37 Days**  
Annual Leave Days



## France Average Annual expenditure (€)

|                                      |           |
|--------------------------------------|-----------|
| Food & non-alcoholic drinks          | 5 865,96  |
| Alcoholic drink, tobacco & narcotics | 1 698,42  |
| Clothing & footwear                  | 1 225,65  |
| Housing, fuel & power                | 11 047,91 |
| Health                               | 1 554,55  |
| Transport                            | 4 565,07  |
| Communication                        | 987,53    |
| Recreation & culture                 | 2 967,43  |
| Education                            | 186,35    |
| Restaurants & hotels                 | 2 157,47  |
| Miscellaneous goods and services     | 4 850,75  |



**Arrivals**  
(in Eswatini)  

---

692  
-84,2%



**Length of stay**  
(Per Trip)  

---

2,77  
145%



**Av. Expenditure**  
(Per Trip)  

---

5,405  
137%

## What is the main reason for your visit?

Visiting Friends  
/Relatives



3,8%

Holiday  
/Leisure



84,6%

Business  
/Conference



11,5%

## Who are you travelling with?

Alone



15,4%

With Partner



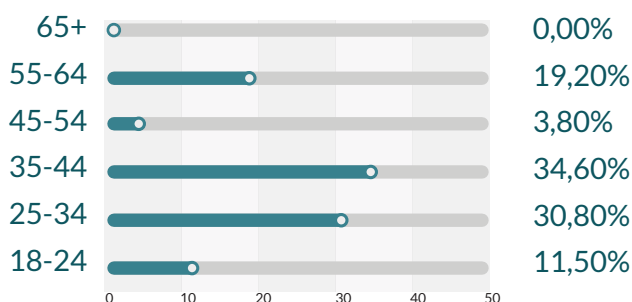
42,3%

With Friends  
/Relatives

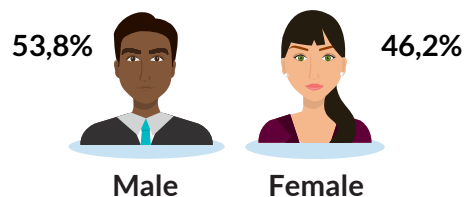


23,1%

## Age Groups



## French Visitors



## Number of Nights



100,0%  
One or more  
nights



0,0%  
None (I was  
visiting for  
a day)



0,0%  
None (I am  
in transit)

## Frequency of visit



76,9%  
First Visit



11,5%  
1-2 times



3,8%  
3-4 times



3,8%  
5-6 times



0,0%  
Twice a year



3,8%  
Frequently  
(>5 times a year)



0,0%  
Monthly



0,0%  
Weekly

## Accommodation



3,6%  
Private (VFR)



32,1%  
Hotel



7,1%  
Guest House



42,9%  
Game  
/Nature Park



0,0%  
Camping  
/Caravan



14,3%  
B&B

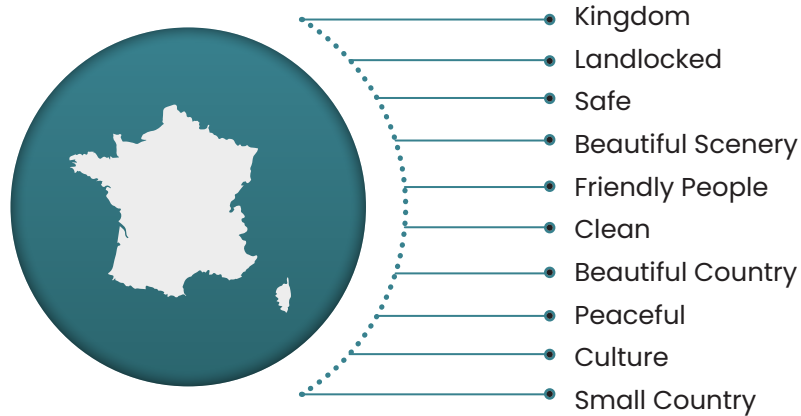


0,0%  
Self Catering

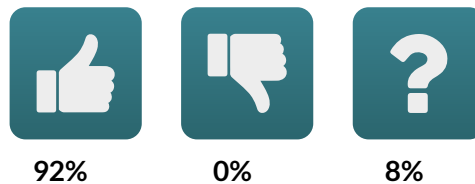


0,0%  
Backpacker

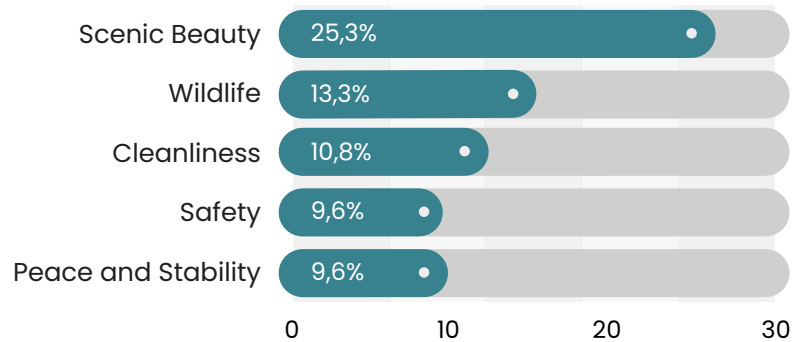
## Perceptions Prior to Visit



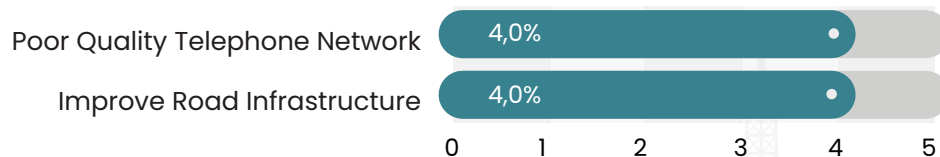
## Recommendations



## Highlights



## Complaints





# UNITED KINGDOM



**16 364 456**  
Pensioners



**68 471 406**  
Total Population



**63 544 106**  
Internet Users



**Pound Sterling**  
Currency

**A 文 Official Languages**

English



**\$ 46, 200.26**  
Per Capita GDP  
(current US \$)



**44 000 000**  
Facebook  
Users



**4,1%**  
Unemployment



**28 Days**  
Annual Leave Days



## UK Average Annual expenditure ( £ )

|                                      |       |
|--------------------------------------|-------|
| Food & non-alcoholic drinks          | 3 312 |
| Alcoholic drink, tobacco & narcotics | 671   |
| Clothing & footwear                  | 1 217 |
| Housing, fuel & power                | 4 316 |
| Health                               | 426   |
| Transport                            | 4 243 |
| Communication                        | 1 113 |
| Recreation & culture                 | 3 890 |
| Education                            | 234   |
| Restaurants & hotels                 | 2 751 |
| Miscellaneous goods and services     | 2 376 |



**Arrivals**  
(in Eswatini)  
**1,473**  
-46,9%

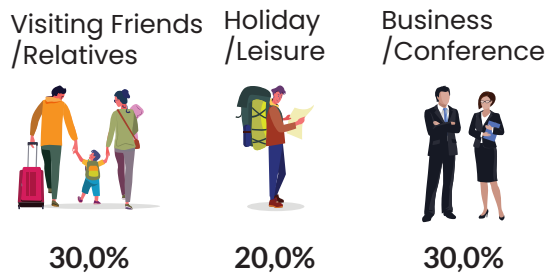


**Length of stay**  
(Per Trip)  
**24,75**  
398%

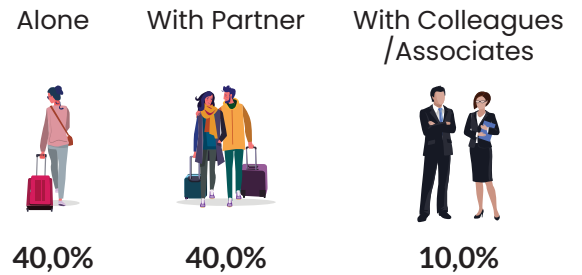


**Av. Expenditure**  
(Per Trip)  
**22,575**  
349%

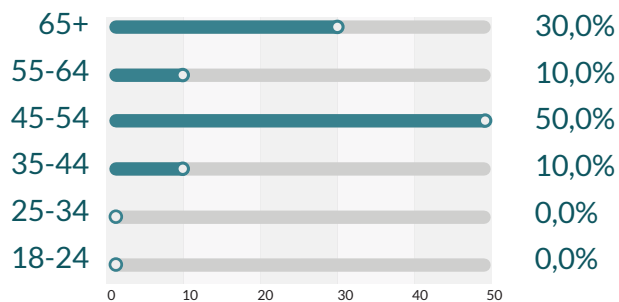
## What is the main reason for your visit?



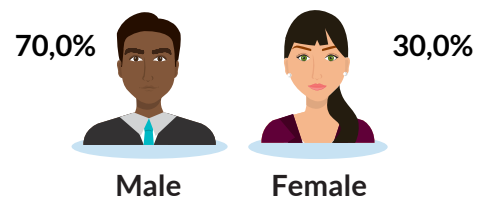
## Who are you travelling with?



## Age Groups



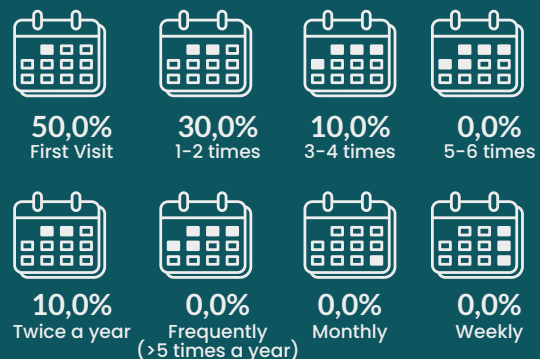
## British Visitors



## Number of Nights



## Frequency of visit



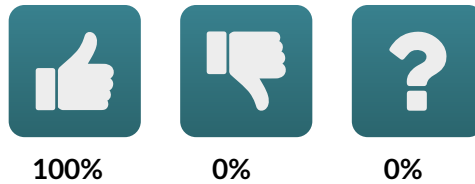
## Accommodation



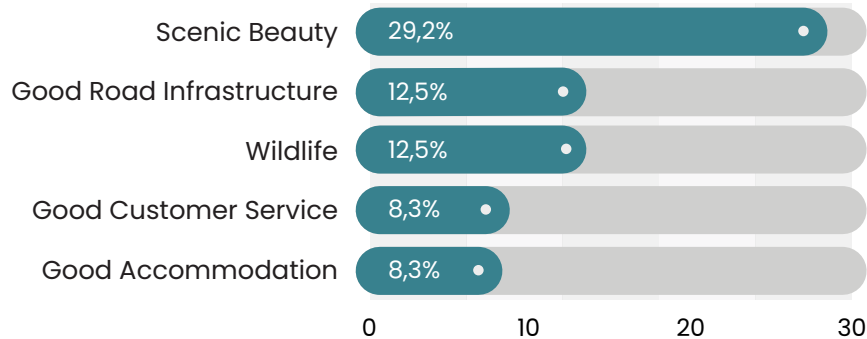
## Perceptions Prior to Visit



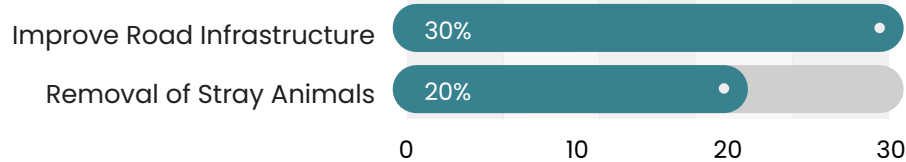
## Recommendations



## Highlights



## Complaints





# NETHERLANDS



**4 592 660**  
Pensioners



**17 591 394**  
Total Population



**16 383 879**  
Internet Users



**Euro**  
Currency

**A 文 Official Languages**

Dutch



**\$57,714.88**  
Per Capita GDP  
(current US \$)



**9 800 000**  
Facebook  
Users



**3,8%**  
Unemployment



**20-25 Days**  
Annual Leave Days



## Netherlands Average Annual expenditure (€)

|                                      |           |
|--------------------------------------|-----------|
| Food & non-alcoholic drinks          | 5 385,64  |
| Alcoholic drink, tobacco & narcotics | 1 471,13  |
| Clothing & footwear                  | 2 025,55  |
| Housing, fuel & power                | 11 012,08 |
| Health                               | 1 371,96  |
| Transport                            | 4 625,82  |
| Communication                        | 1 087,56  |
| Recreation & culture                 | 3 664,02  |
| Education                            | 293,85    |
| Restaurants & hotels                 | 2 560,83  |
| Miscellaneous goods and services     | 5 646,35  |



**Arrivals**  
(in Eswatini)  
298  
-88,2%



**Length of stay**  
(Per Trip)  
2,57  
102%



**Av. Expenditure**  
(Per Trip)  
3,585  
64%

## What is the main reason for your visit?

With Friends  
/Relatives



7,1%

Holiday  
/Leisure



78,6%

Business  
/Conference



14,3%

## Who are you travelling with?

Alone

With Partner

With Family



14,3%

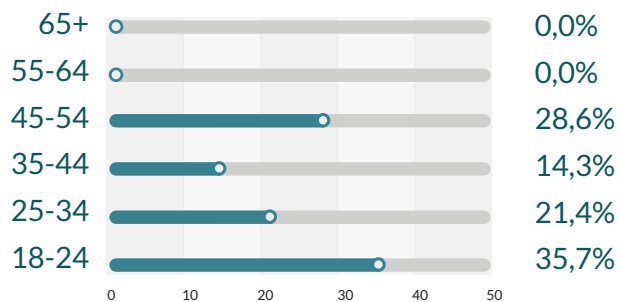


50,0%



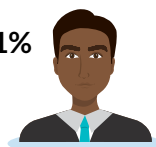
14,3%

## Age Groups



## Dutch Visitors

57,1%



Male

42,9%



Female

## Number of Nights



100,0%  
One or more  
nights



0,0%  
None (I was  
visiting for  
a day)



0,0%  
None (I am  
in transit)

## Frequency of visit



85,7%  
First Visit



7,1%  
1-2 times



0,0%  
3-4 times



0,0%  
5-6 times



7,1%  
Twice a year



0,0%  
Frequently  
(>5 times a year)



0,0%  
Monthly



0,0%  
Weekly

## Accommodation



6,3%  
Private (VFR)



37,5%  
Hotel



0,0%  
Guest House



43,8%  
Game  
/Nature Park



0,0%  
Camping  
/Caravan



6,3%  
B&B

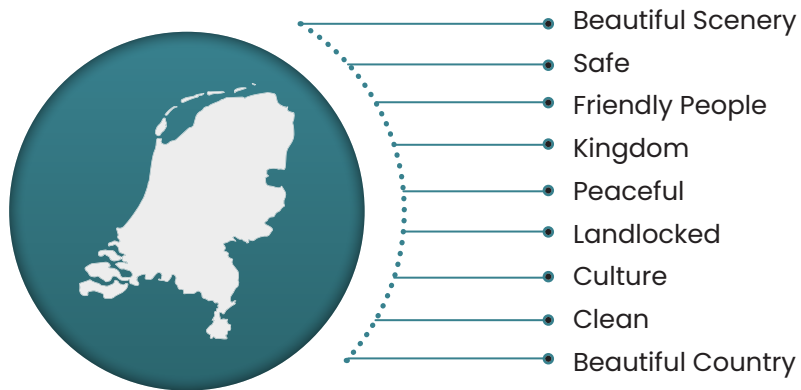


0,0%  
Self Catering

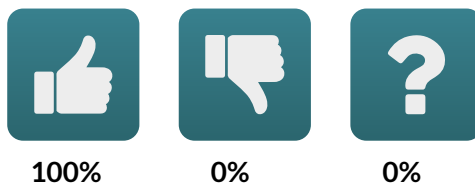


6,3%  
Backpacker

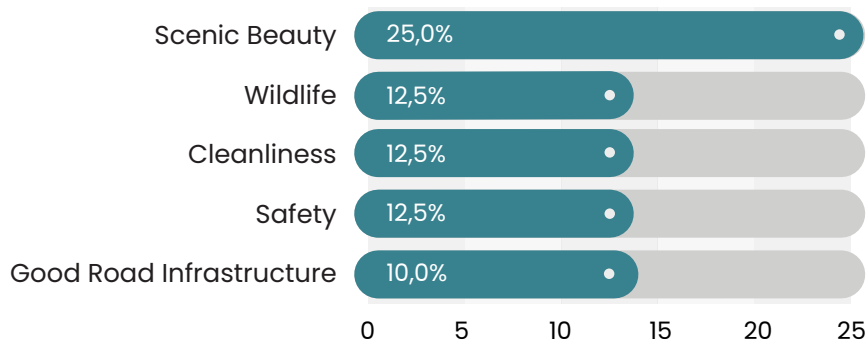
## Perceptions Prior to Visit



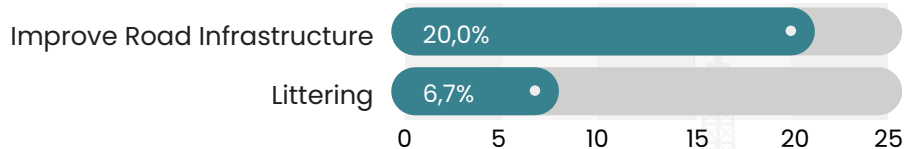
## Recommendations



## Highlights



## Complaints





# UNITED STATES



**74 600 000**  
Pensioners



**332 402 978**  
Total Population



**297 322 868**  
Internet Users



**US Dollar**  
Currency

**A 文 Official Languages**

English



**\$69, 375.38**  
Per Capita GDP  
(current US \$)



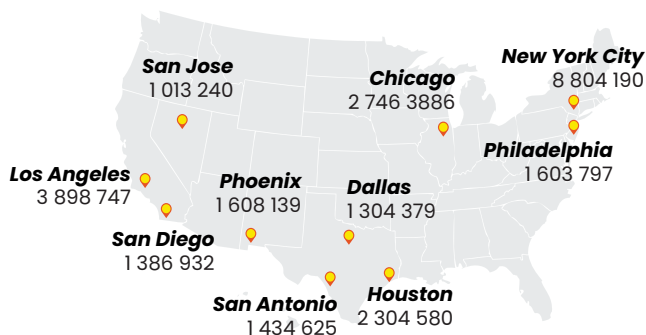
**256 200 000**  
Facebook  
Users



**4,0%**  
Unemployment



**30 Days**  
Annual Leave Days



## USA Average Annual expenditure ( \$ )

|                                      |       |
|--------------------------------------|-------|
| Food & non-alcoholic drinks          | 7316  |
| Alcoholic drink, tobacco & narcotics | 793   |
| Clothing & footwear                  | 786   |
| Housing, fuel & power                | 21409 |
| Health                               | 5177  |
| Transport                            | 9826  |
| Recreation & culture                 | 2912  |
| Education                            | 1271  |
| Miscellaneous goods and services     | 907   |



**Arrivals**  
(in Eswatini)  
**1,702**  
-38,9%



**Length of stay**  
(Per Trip)  
**26,06**  
276%



**Av. Expenditure**  
(Per Trip)  
**17,256**  
145%

## What is the main reason for your visit?

Visiting Friends  
/Relatives



18,8%

Holiday  
/Leisure



25,0%

Business  
/Conference



50,0%

## Who are you travelling with?

Alone



62,5%

With Colleagues  
/Associates



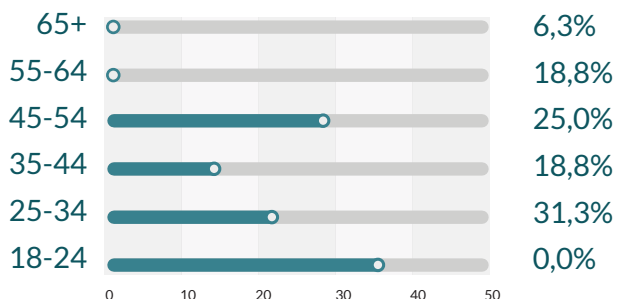
12,5%

With Friends  
/Relatives



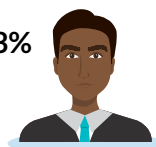
18,8%

## Age Groups



## American Visitors

81,3%



Male

18,8%



Female

## Number of Nights



93,8%  
One or more  
nights



6,3%  
None (I was  
visiting for  
a day)



0,0%  
None (I am  
in transit)

## Frequency of visit



68,8%  
First Visit



25,0%  
1-2 times



0,0%  
3-4 times



0,0%  
5-6 times



0,0%  
Twice a year



0,0%  
Frequently  
(>5 times a year)



6,3%  
Monthly



0,0%  
Weekly

## Accommodation



7,1%  
Private (VFR)



23,8%  
Hotel



9,5%  
Guest House



19,0%  
Game  
/Nature Park



0,0%  
Camping  
/Caravan



4,8%  
B&B

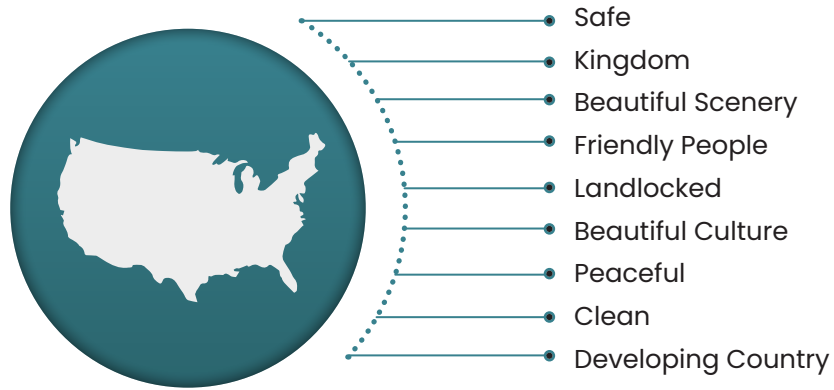


0,0%  
Self Catering

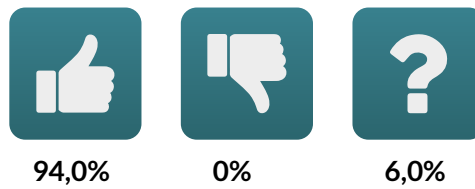


0,0%  
Backpacker

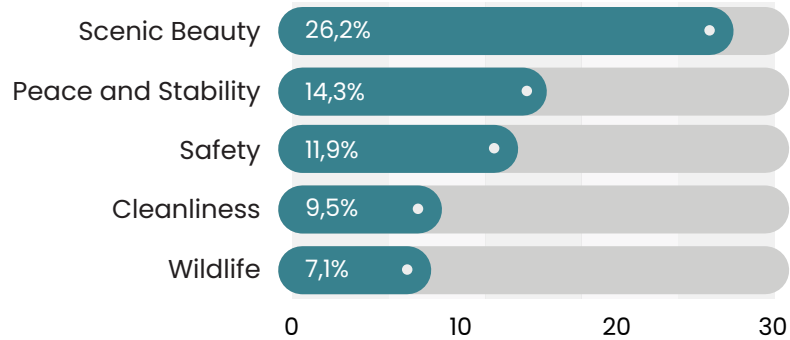
## Perceptions Prior to Visit



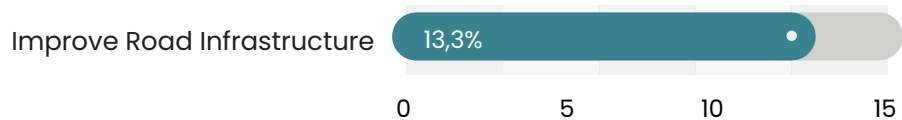
## Recommendations



## Highlights



## Complaints



A person wearing a tan safari shirt and a wide-brimmed hat is seated in the back of a vehicle, looking out over a savanna landscape. The landscape features a river or wetland area with green grass and scattered trees under a clear blue sky. The person's hand is visible on the vehicle's frame, and they are wearing a watch.

# 6

## SEASONALITY

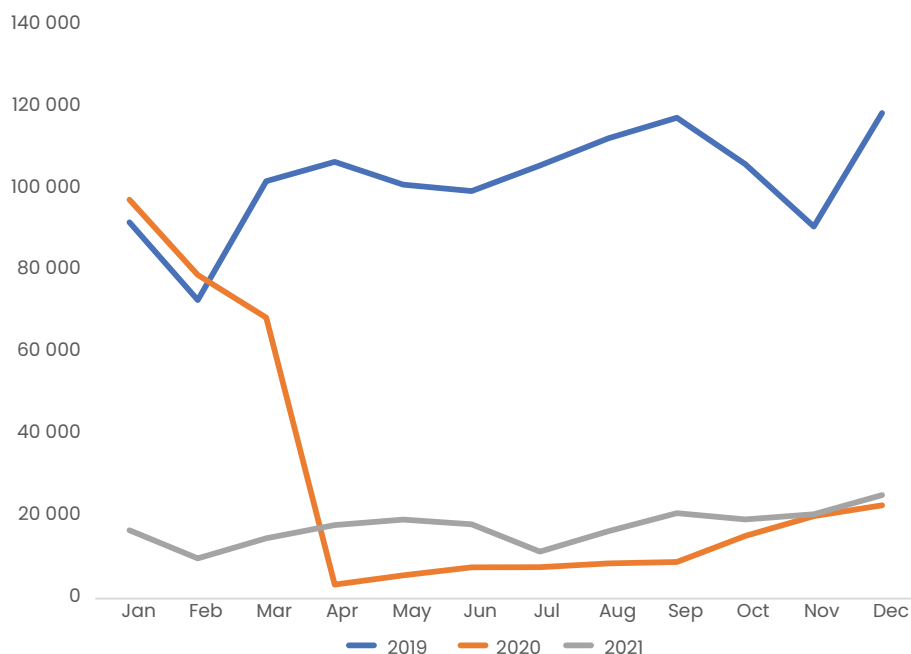
### Highlights

- Arrivals by Month 2019-21
- Top 7 SADC RSA- Mozambique and Zimbabwe 2021
- Top 7 Rest of SADC Arrivals 2021
- Sub Sahara Africa Arrivals 2021
- Europe Arrivals 2021
- America Arrivals 2021
- Asia and Australia Arrivals

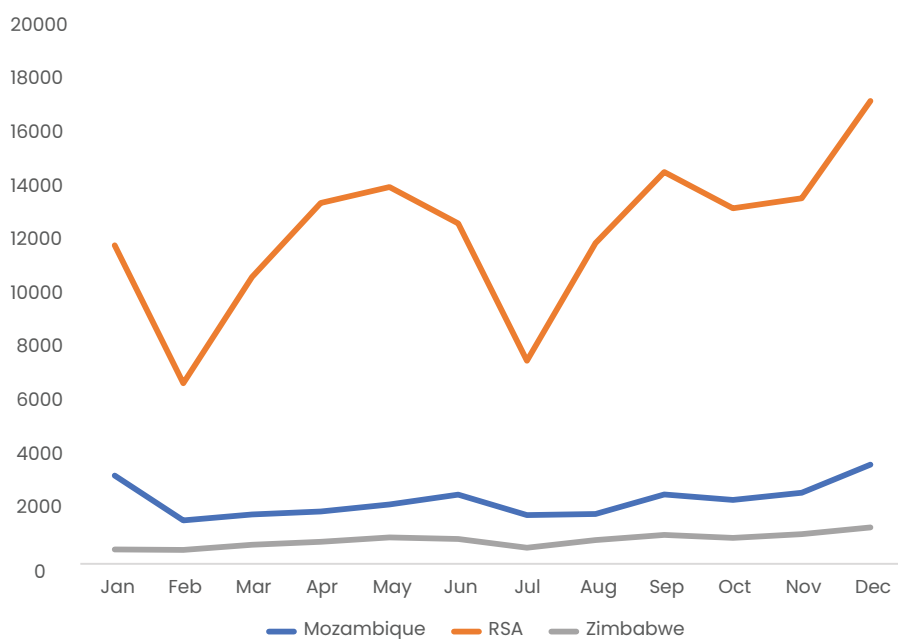
# Seasonality

Visitations to Eswatini were highest in the summer months of January and December. Major boosters of travelers into the Kingdom were arrivals from the SADC region particularly RSA, Mozambique and Zimbabwe.

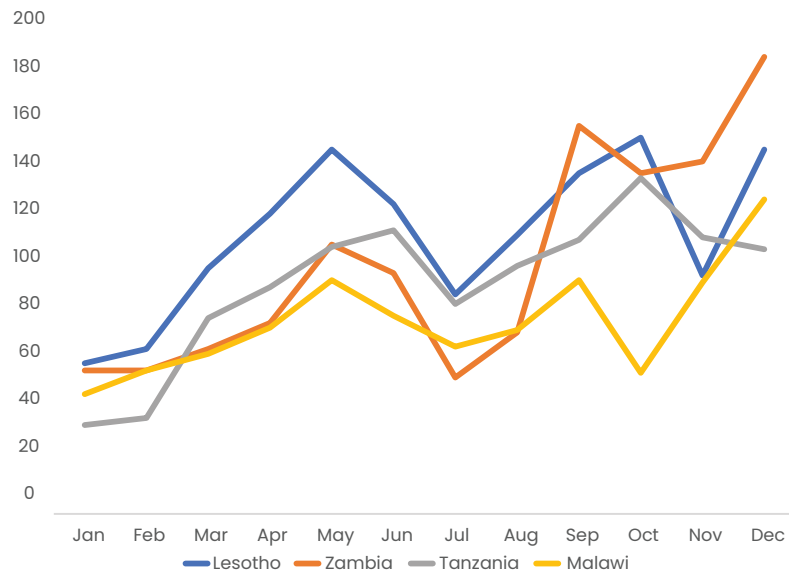
## ARRIVALS BY MONTH 2019-21



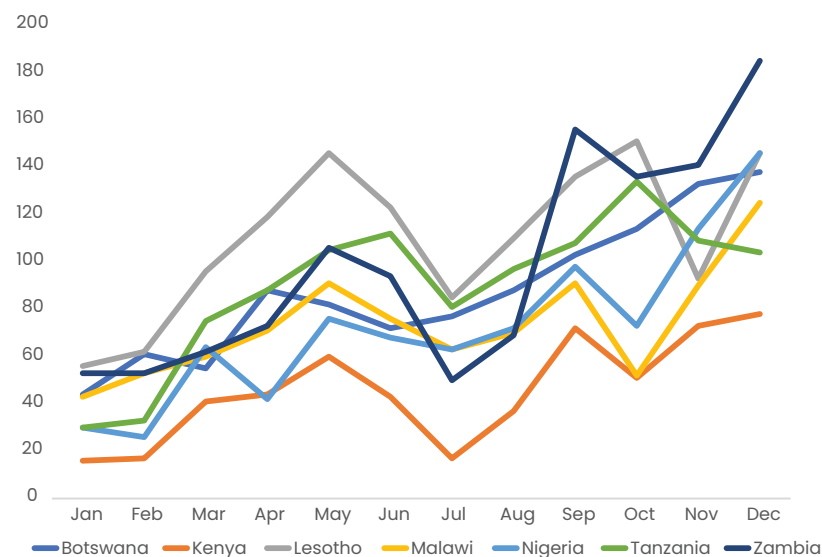
## TOP 7: SADC RSA- MOZAMBIQUE AND ZIMBABWE 2021



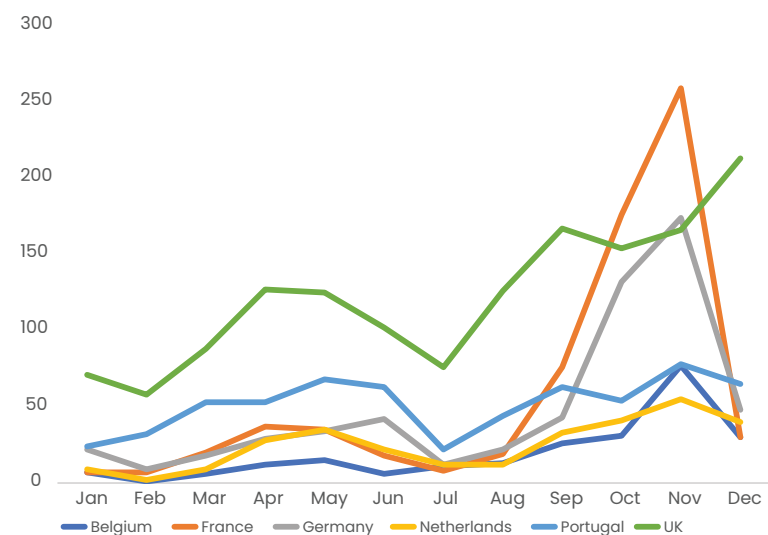
## TOP 7: REST OF SADC ARRIVALS 2021



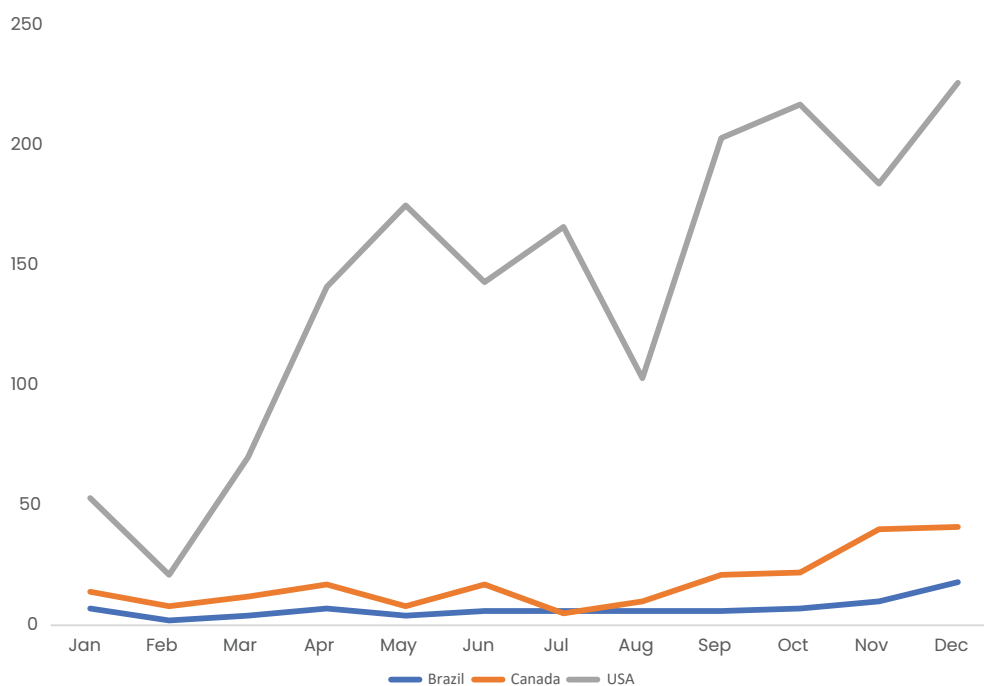
## SUB SAHARA AFRICA ARRIVALS 2021



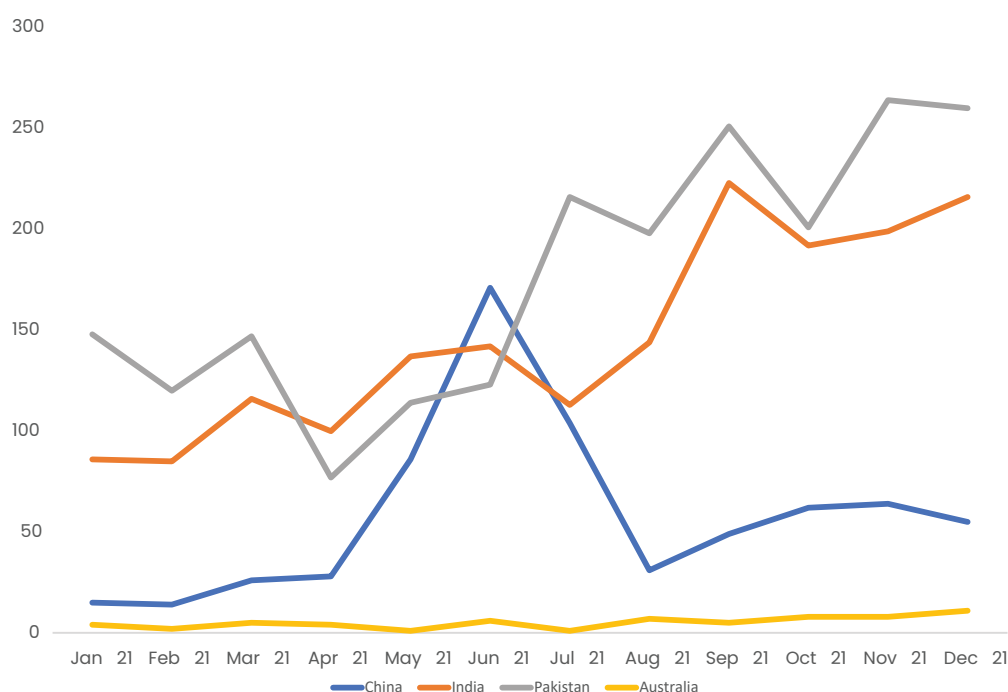
## EUROPE ARRIVALS 2021



## AMERICA ARRIVALS 2021



## ASIA AND AUSTRALIA ARRIVALS 2021



- Winter months of July and August were the peak travel periods for overseas travelers, which coincide with summer season in most of these markets.
- Traditionally, the months of February, June and November have low international visitor traffic.
- In 2021 the trend was mainly influenced by the prevalent travel restrictions.
- The restraint for the PCR testing increased cost of travel, thus negatively impacting on the volume of travellers.
- In May and September RSA adjusted lockdown regulations thereby easing travel. In October testing costs reduced to E500 from E850.
- During the same period the major reason for visitors from Kenya, Malawi and Zambia was generally trainings and conferences.



7

HOLIDAY PLANNING

## Highlights

- Reason for Visit
- Frequency of Visit
- Source of Information
- Port of Entry
- Travel Partnership

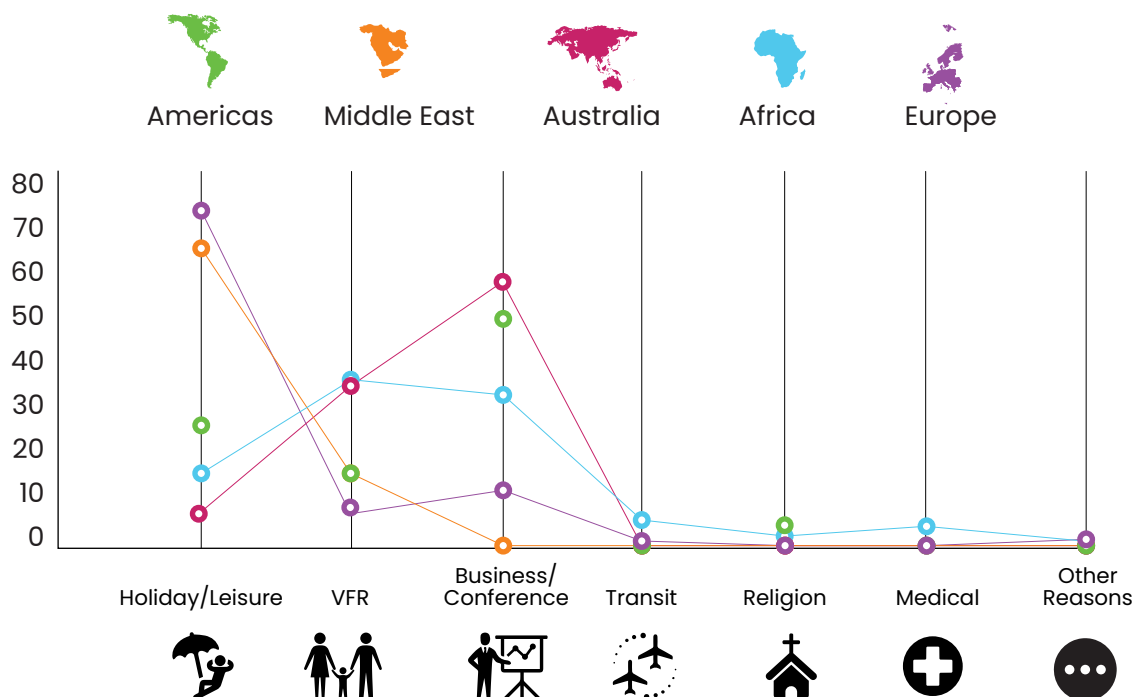
# Reason for Traveling

## REASON FOR VISIT

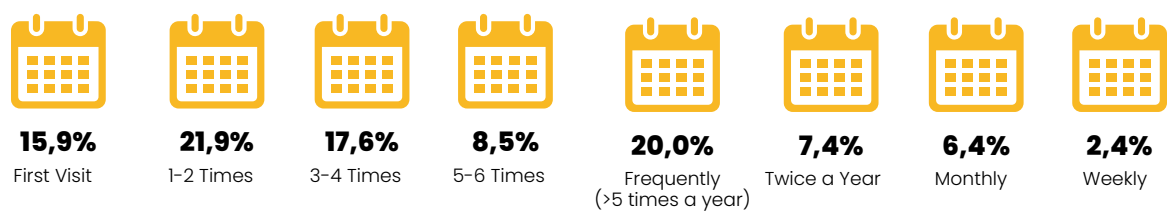
Performance vs 2019

|                                                                                   |                                                                                   |                                                                                   |                                                                                   |                                                                                    |                                                                                     |                                                                                     |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| <b>20,2%</b>                                                                      | <b>35,6%</b>                                                                      | <b>33,7%</b>                                                                      | <b>6,2%</b>                                                                       | <b>1,7%</b>                                                                        | <b>2,3%</b>                                                                         | <b>0,3%</b>                                                                         |
| 42,562                                                                            | 75,011                                                                            | 71,008                                                                            | 13,064                                                                            | 35,582                                                                             | 4,846                                                                               | 12                                                                                  |
|  |  |  |  |  |  |  |
| Holiday /Leisure                                                                  | VFR                                                                               | Business /Conference                                                              | Transit                                                                           | Religion                                                                           | Medical                                                                             | Other                                                                               |

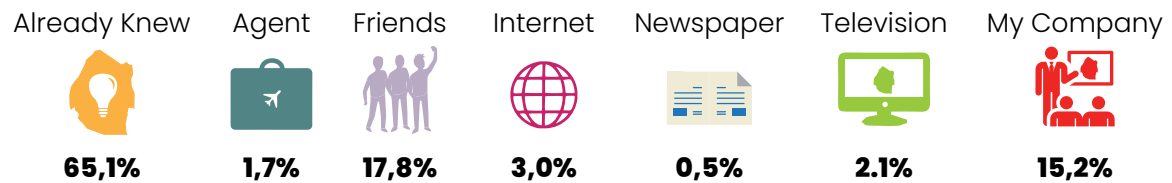
## REASON FOR VISIT BY REGION



## FREQUENCY OF VISIT

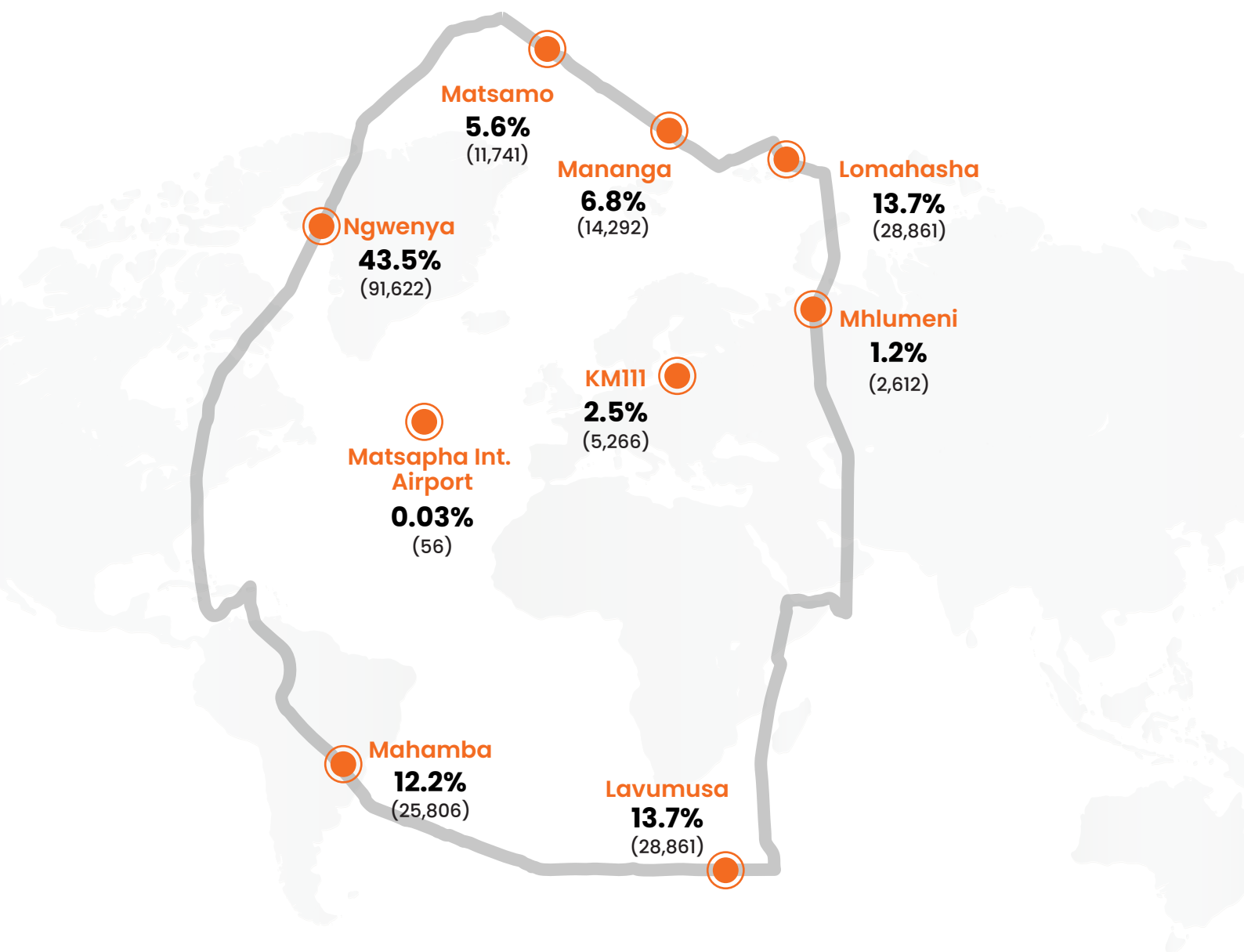


## Source of Information

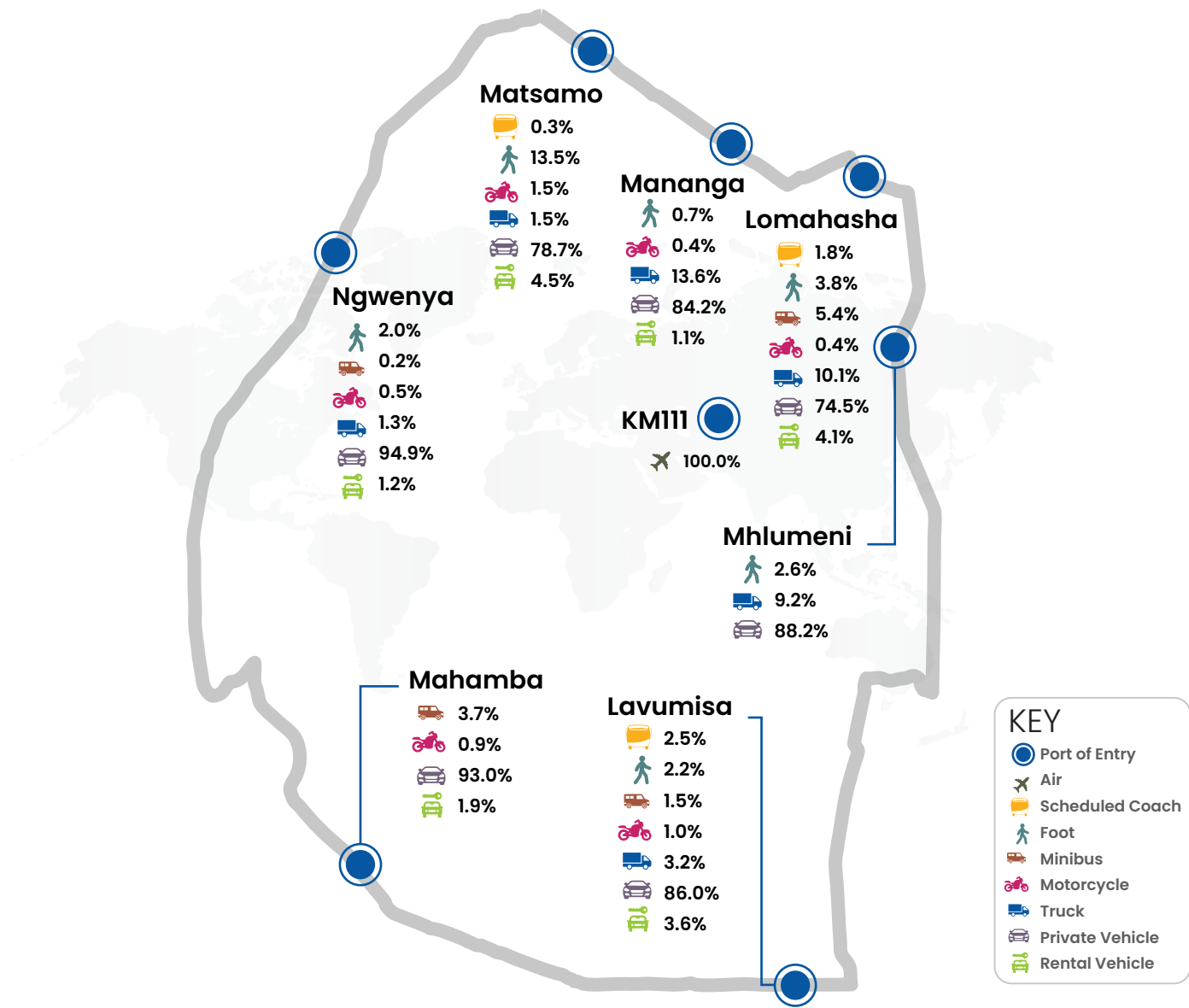


## Port of Entry

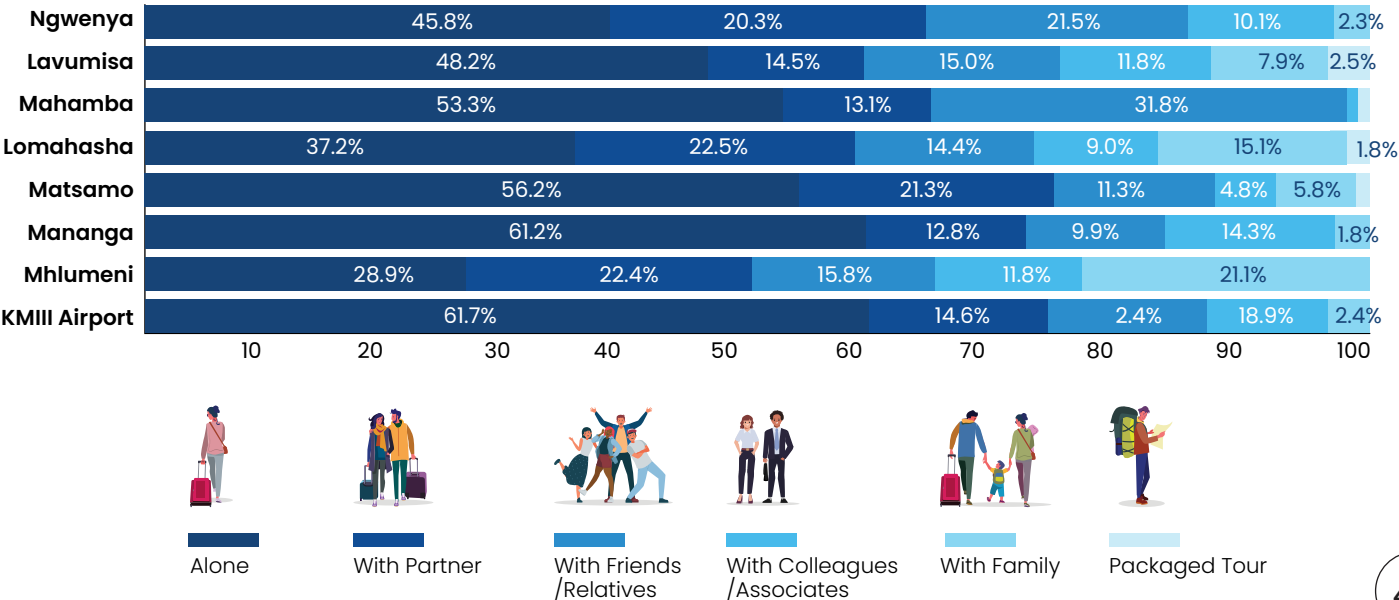
### VISITORS BY PORT OF ENTRY



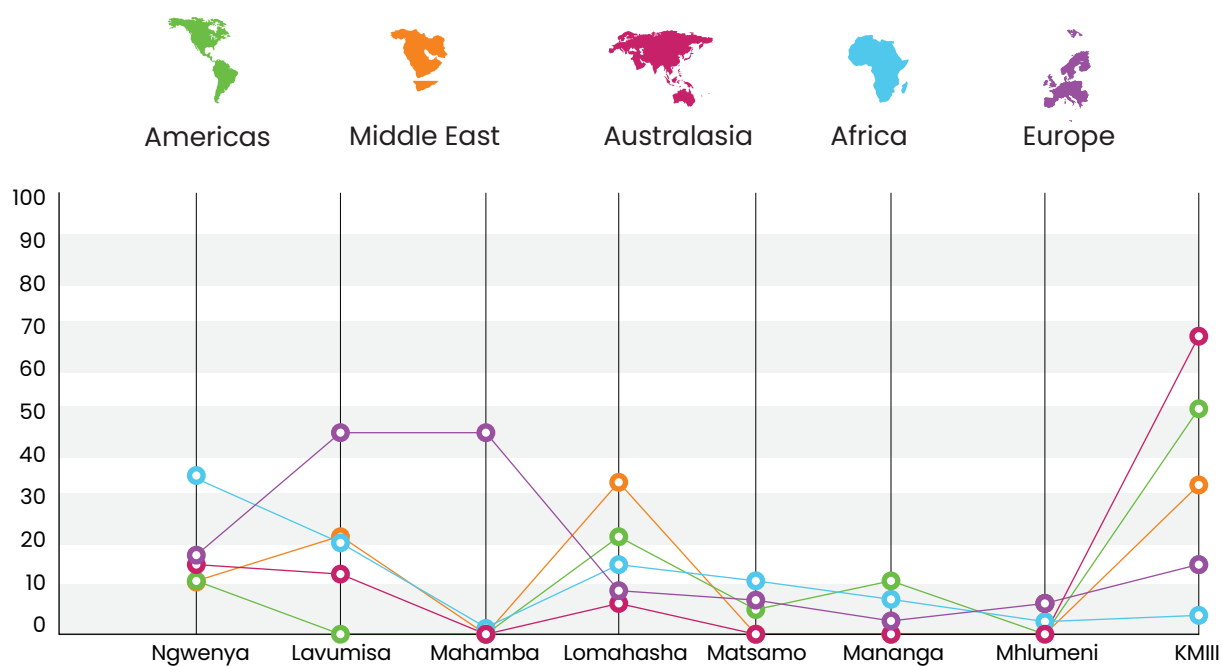
PORT OF ENTRY BY MODE OF TRANSPORT



PORT OF ENTRY BY TRAVEL PARTNERSHIP



## VISITORS BY PORT OF ENTRY AND REGION



### Summary

- Holiday visitors in 2021 accounted for 20.2 percent of total visitations. This constituted a substantial drop from the 34 percent recorded in 2020.
- Overseas markets made up 83.1 percent of Holiday visitors into the country.
- African visitors mainly arrived for business and visiting friends and relatives.
- Most Business travellers arrived alone (61.9%).



# 8

## STAY IN ESWATINI

### Highlights

- Number of Nights Spent in Eswatini
- Average Number of Nights by Region
- Summary of the Formal Accommodation Sector 2021

## NUMBER OF NIGHTS SPENT IN ESWATINI

Performance vs 2019



80,8%

59,1%

One or more nights



6,2%

21,7%

None (I am in transit)



13,0%

19,2%

None (I was visiting for a day)

## AVERAGE NUMBER OF NIGHTS BY REGION



26,3



Americas

8,0



Middle East

55,7



Australasia

3,5



Africa

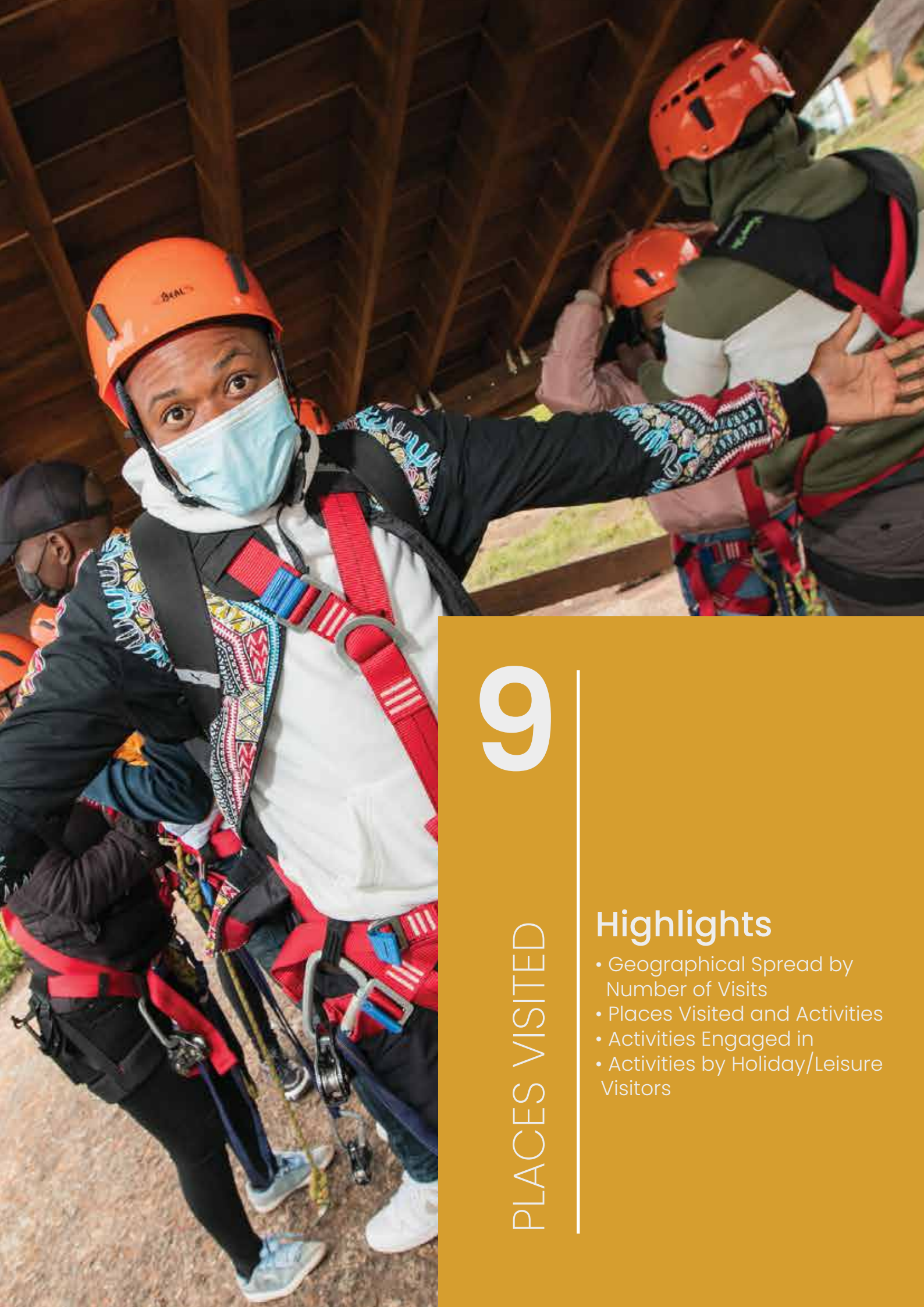
9,3



Europe

## SUMMARY OF THE FORMAL ACCOMMODATION SECTOR 2021

| TOTAL BILL<br>E231,541,881.67    |                                       | TOTAL NUMBER OF GUESTS:<br>140,384 |                       |                        |
|----------------------------------|---------------------------------------|------------------------------------|-----------------------|------------------------|
|                                  |                                       |                                    |                       |                        |
| Number of Domestic Tourists 2021 | Number of International Tourists 2021 | Number of Bed-Nights Sold 2021     | Room Nights Sold 2021 | Average Room Occupancy |
| 106,265                          | 34,119                                | 233,671                            | 172,286               | 23.65%                 |



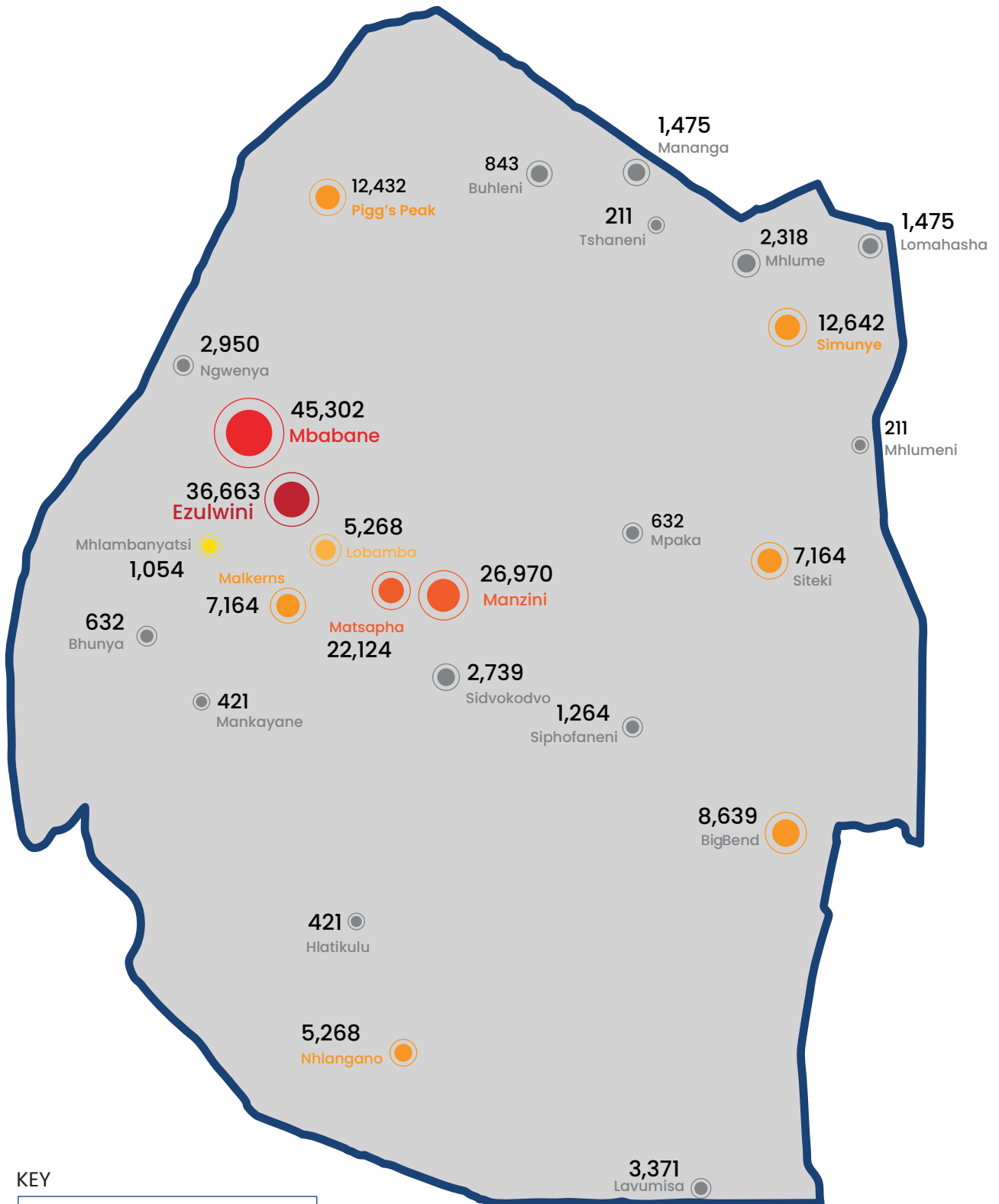
# 9

## PLACES VISITED

### Highlights

- Geographical Spread by Number of Visits
- Places Visited and Activities
- Activities Engaged in
- Activities by Holiday/Leisure Visitors

## GEOGRAPHICAL SPREAD BY NUMBER OF VISITS



KEY

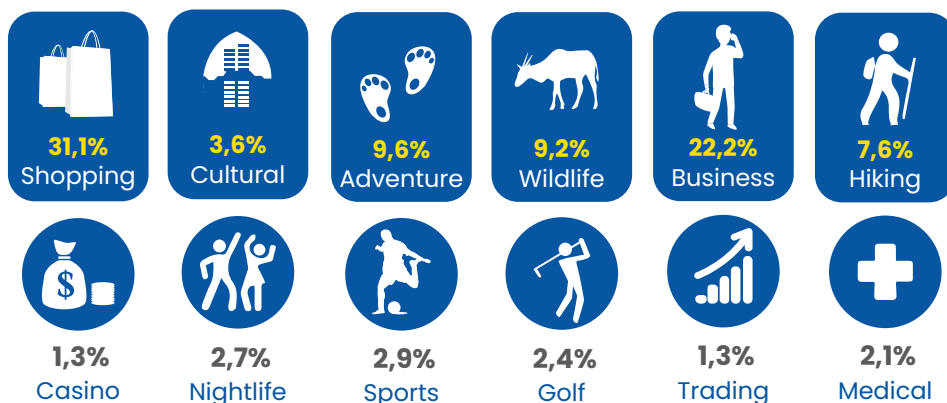
# = Number of visitors  
 (Orange circle) (Grey circle) (Red circle) = Town

## PLACES VISITED AND ACTIVITIES

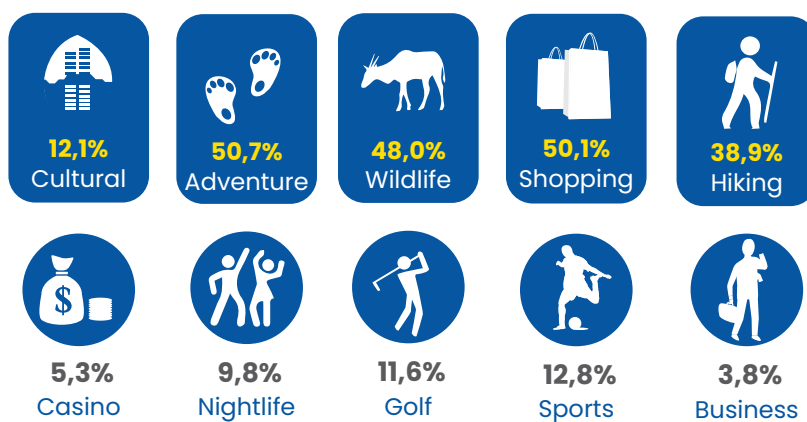
• During the year most travellers visited Mbabane (21.5%), Ezulwini (17.4%) Manzini (12.8%) and Matsapha (10.5%) – the four major cities/towns in the country. This was significantly in part because of their location in the country and availability of accommodation and other amenities. Thus, these locations served as the base point for most tourists.

• First time visitors to Eswatini typically paid a visit to the same places, except for Manzini which recorded majority of (23.4%) once or second time returning visitors and only 17.1% first timers.

### ACTIVITIES ENGAGED IN



### ACTIVITIES BY HOLIDAY/LEISURE VISITORS



• Majority of visitors engaged in shopping activities while visiting in Eswatini (31.1%), followed by business (22.2%). About a tenth of total visitors participated in adventure and wildlife activities respectively.

• Holiday visitors typically took part in adventure activities (49.9%), shopping (49.4%), wildlife activities (47.3%), or hiking (38.4%), similar to 2019.

• Most non-African visitors were attracted to adventure, wildlife and shopping. The European market tended to exhibit interest in hiking. This is in contrast to visitors from Africa, the majority of whom were engaged in business and shopping.



# 10

MODE OF TRANSPORT

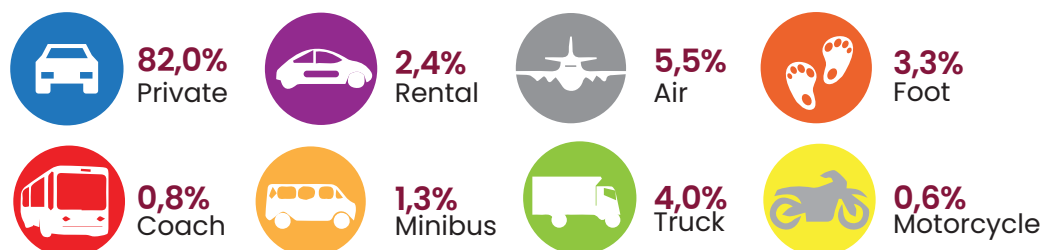
## Highlights

- Mode of Transport
- Reason of Visit by Mode of Transport

# Mode of Transport

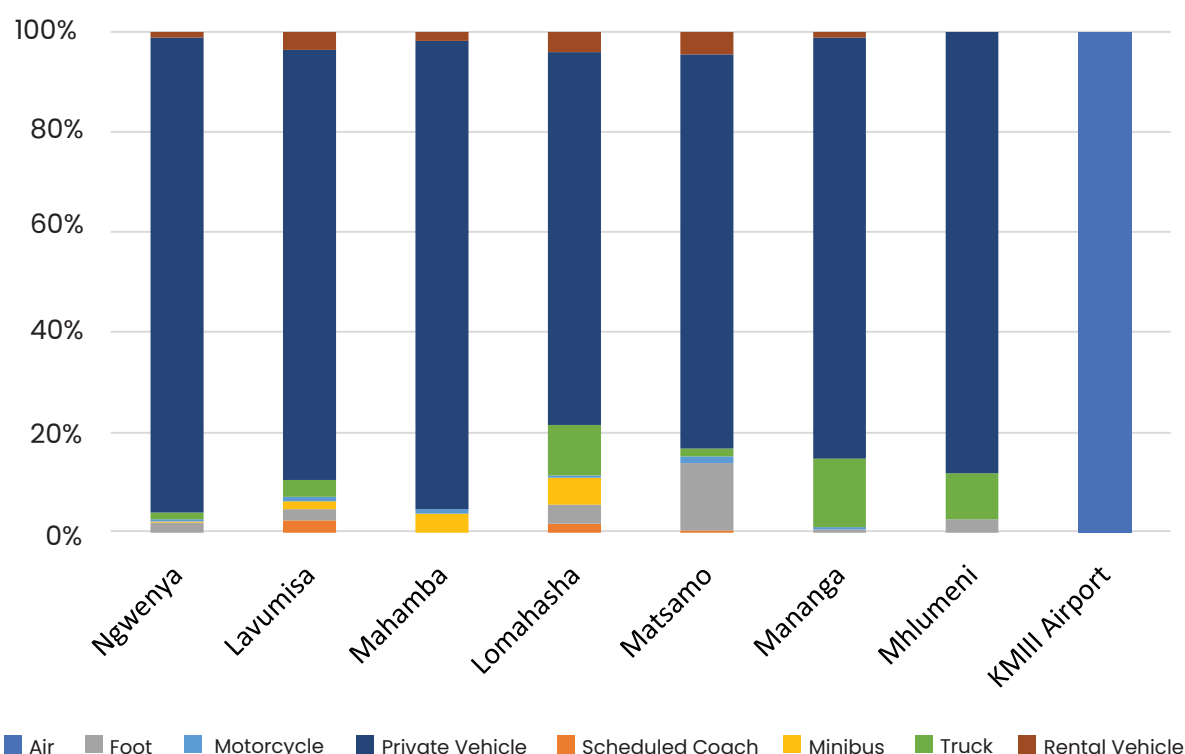
International visitors to the Kingdom of Eswatini were typically self-drivers, interested in absorbing the spectacular scenery of the country. This is characteristic of both regional and overseas visitors. To this end, over 94 percent of visitations during the year were through land borders.

## MODE OF TRANSPORT



- Private vehicles were the most popular mode of transport for holiday (83.7%) and business (74.9%) visitors. Air travel also posted reasonable usage among business travellers.
- Most trade visitors generally travelled by trucks and mainly transit through the country.
- Most visitors to Eswatini (82%) preferred using private transportation in 2021.

## REASON OF VISIT BY MODE OF TRANSPORT



- About 28 percent of religious visitors arriving into country were on foot, suggesting residence in the settlements very close to entry/exit points.
- Only 4% of arrivals used trucks, some business travellers citing the trucks as their type of accommodation (0.2%) while 3.3% entered into the country on foot (Including hitch-hikers).
- 5.5% of visitors used air transport to Eswatini through KMIII Airport.



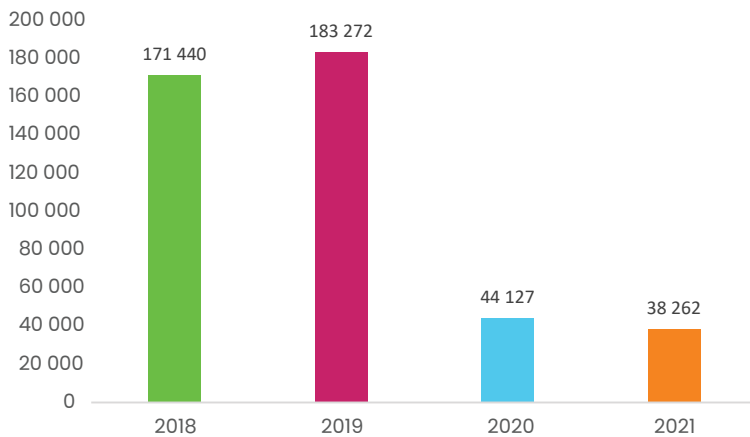
# 11

DAY VISITS IN ESWATINI

## Highlights

- Annual Day Visitors
- Visitors by Country
- Domestic Visitors
- Activities Engaged In
- Day Visitor Spend

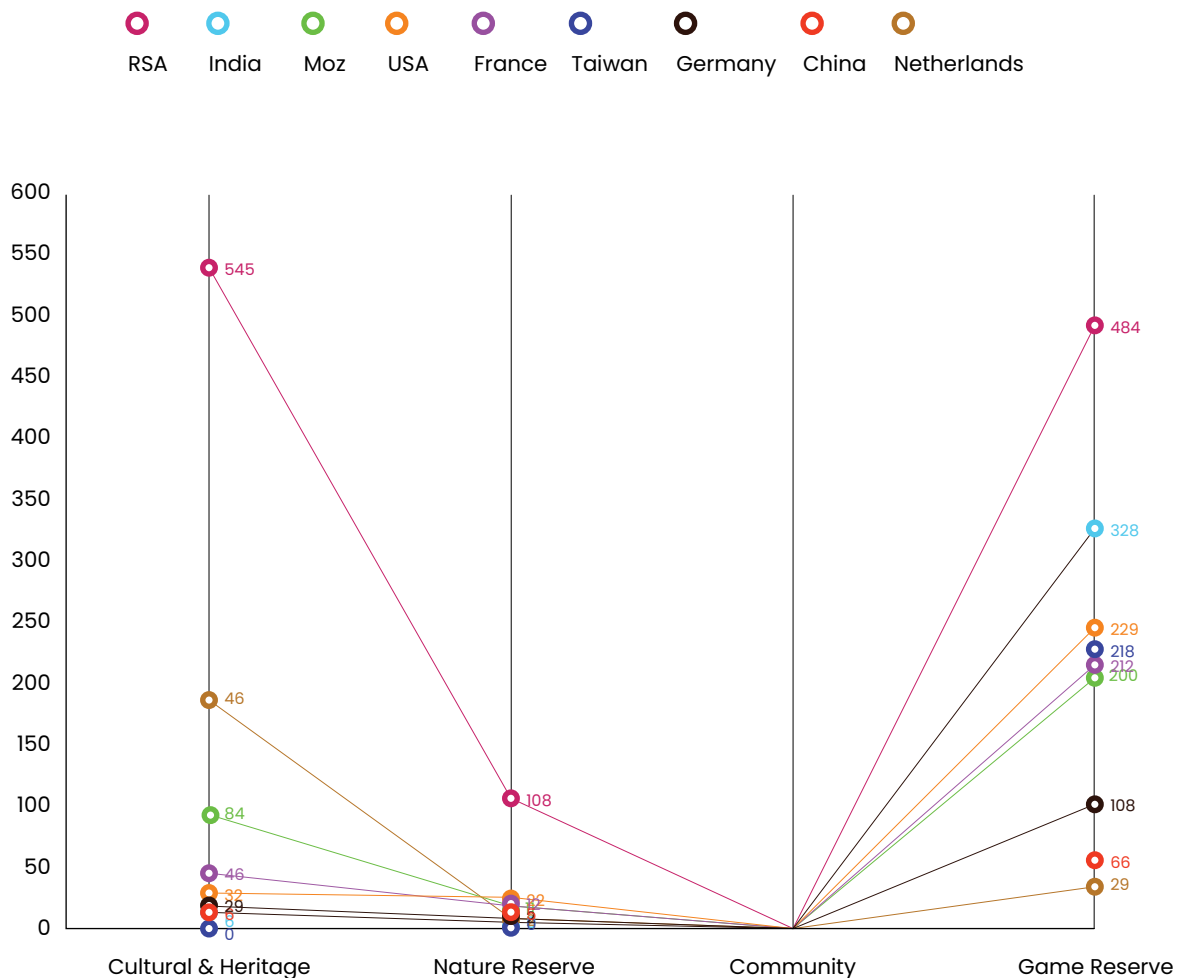
## ANNUAL DAY VISITORS



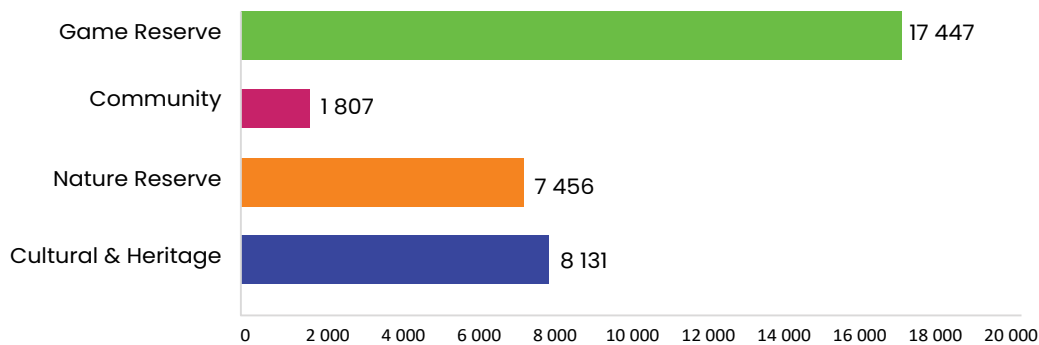
- The volume of day visits undertaken in 2021 declined by 13.6% with a total of 38,099 visits registered from 44,127 visits in 2020.
- The highest number of visits were undertaken by the domestic market (34,000) reflecting a growth of 2.6% recorded year-on-year, with the majority travelling an average distance of 30-50km from the usual place of residence.
- International visitors undertook a total of 3,421 visits to attraction sites equating to a decline of 66.9% in comparison to the previous year

- The domestic and regional markets represented a significant source for visitations to attraction sites.
- The overall number of overseas visitors to attraction sites shrunk by 70.8%.
- French nationals accounted for the highest 0.7% of total visits to day visiting facilities in 2021.

## VISITORS BY COUNTRY

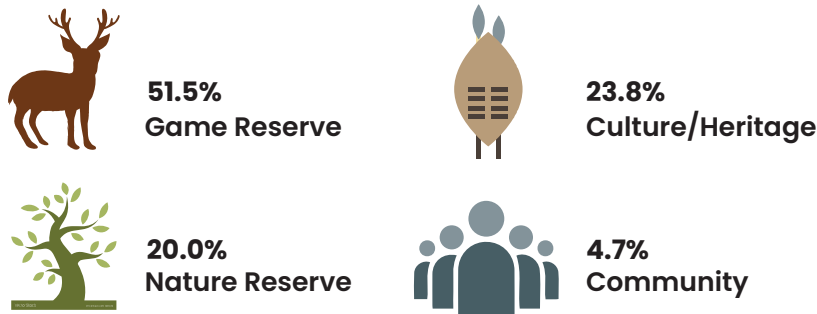


## DOMESTIC VISITORS



## ACTIVITIES ENGAGED IN

- Paid-for attraction sites comprised of nature, wildlife, culture and heritage and community-based tourism activities. Game viewing (51.5%) and cultural/ heritage sites (23.8%) accounted for the highest number of visits during this period with 1 out of 4 travellers engaging in these activities.
- The trend in terms of visitor volumes varied across the year, with some months recording significantly higher visits.
- The summer months of December and October registered higher numbers of trips, while December saw a growth in trip volume compared to 2020. Domestic visits were highest in the months of December while international travelers peaked in October and November.



## DAY VISITORS SPEND





# 12

PACKAGE TOUR

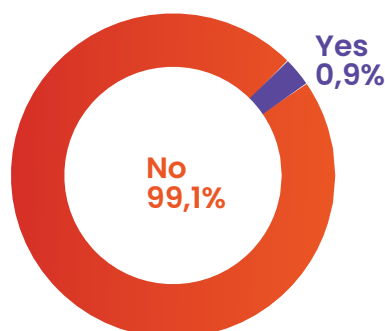
## Highlights

- Travelling on a Package Tour
- Package Tour Country of Residence/Region
- Package Tour Age
- Package Tour
- Source of Information

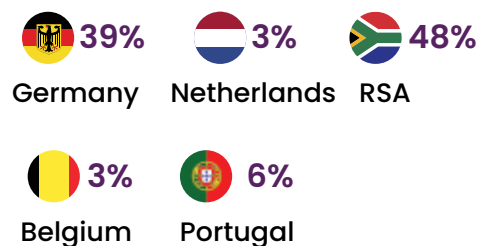
# Packaged Tour

Group travel itineraries were generally a challenge to sell on account of the COVID-19 pandemic and this was evidenced by the low proportion of packaged tour visitations in 2021. For Eswatini, packaged tour visitors typically come from overseas markets wherein Europeans are the dominant group. For 2021, however, South African were the principal packed tour market.

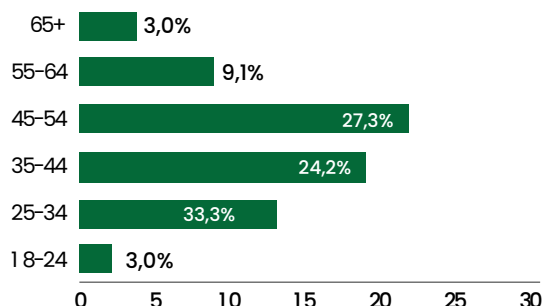
## ARE YOU TRAVELLING ON A PACKAGE TOUR?



## PACKAGE TOUR VISITORS BY COUNTRY OF RESIDENCE



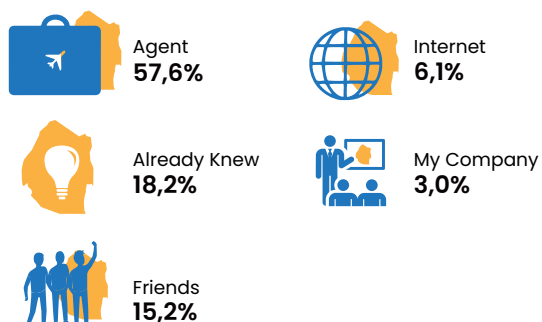
## PACKAGE TOUR VISITORS BY AGE



## PACKAGE TOUR BY REASONS FOR VISIT



## SOURCES OF INFORMATION



## ITEMS INCLUDED IN PACKAGE TOURS



## ACTIVITIES PACKAGE TOUR VISITORS DO IN ESWATINI



### Summary:

- Majority of visitors (99.1%) did not travel on a package tour when visiting Eswatini.
- The top 7 market sources for package tour visitors are Germany, South Africa and Portugal.
- Package tour demographic tends to be adults between the ages 25 to 64, with the majority being pensioners in the 55-64 age group (33.3%).
- All package tour visitors come to Eswatini for holiday or leisure.



# 13

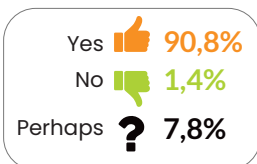
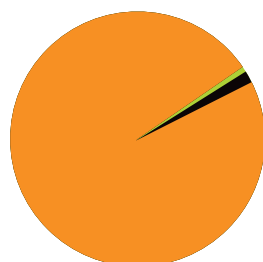
RATING STAY IN ESWATINI

## Highlights

- Visitor Ratings
- Perceptions
- Experiences

# Visitor Ratings

## RECOMMENDED VISIT



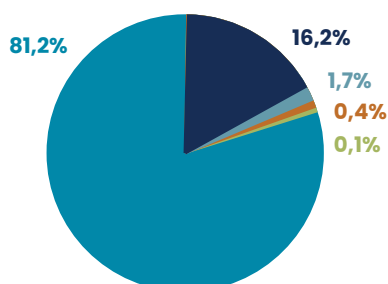
• Most visitors rated Eswatini highly as a destination of choice. Accommodation facilities were viewed as excellent by 69,3% of travellers whilst 51% felt border control and customer services were excellent.

• Over 90% of visitors would recommend Eswatini for a holiday visit, a 4,7% decline from the previous year.

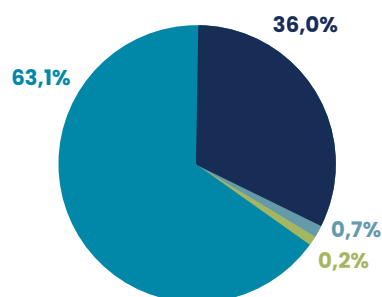
• COVID-19 compliance and regulations were rated good by 58,1% and a third of total arrivals rated it good.

## VISITOR RATINGS

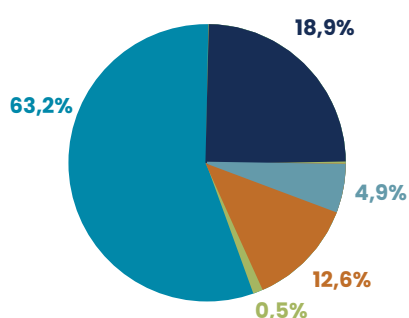
Customer Service



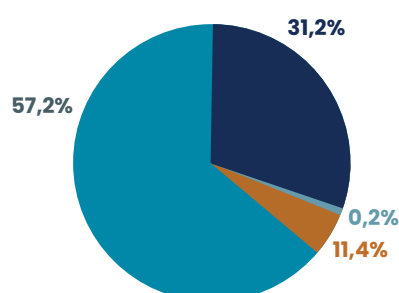
Border Control Services



Availability of Information



Security & Safety

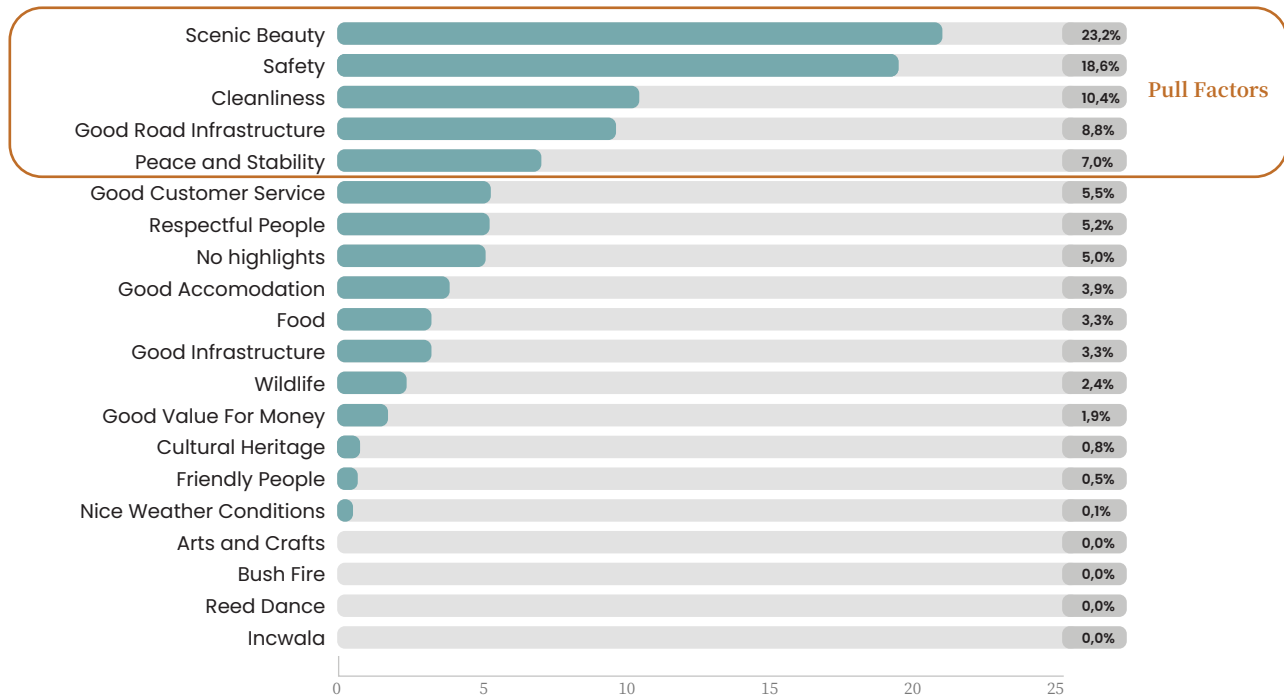


Good Excellent Average Neutral Poor

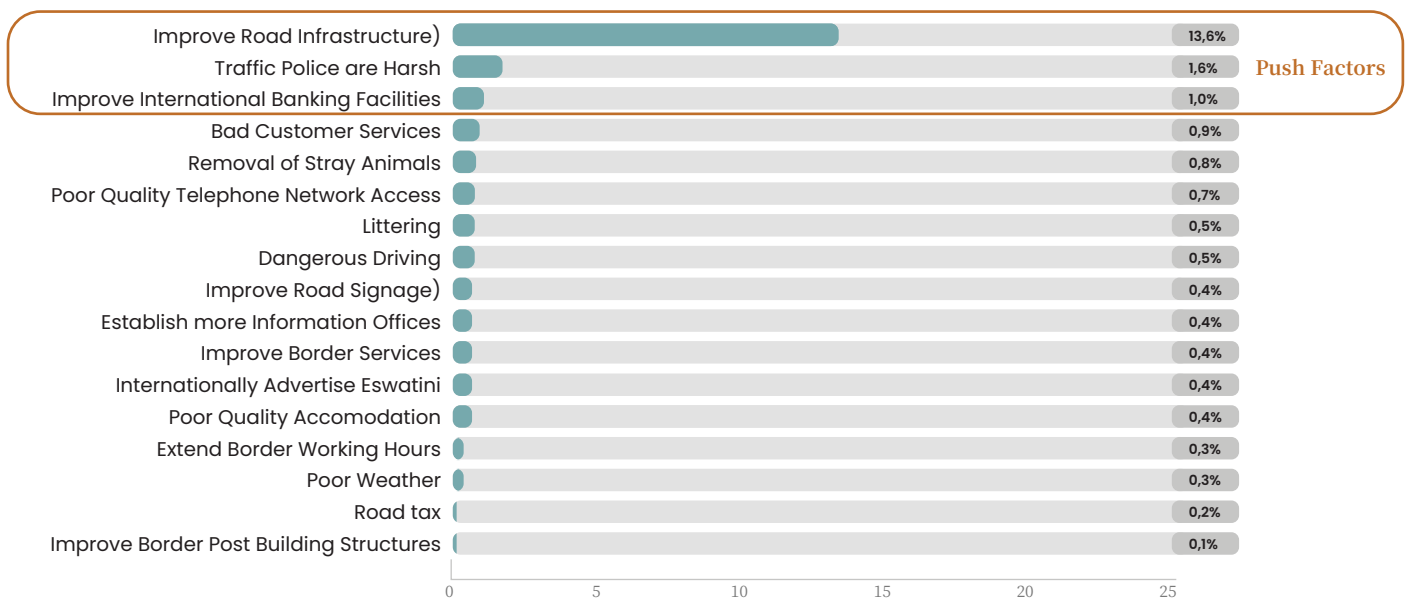
# Visitor Experiences

Visitors into the Kingdom cited scenic beauty, safety and cleanliness as their main highlights during their stay. Most visitors indicated to have no complaints about their stay while a few cited road infrastructure and harsh treatment by traffic officers as their main complaint.

## VISITOR HIGHLIGHTS



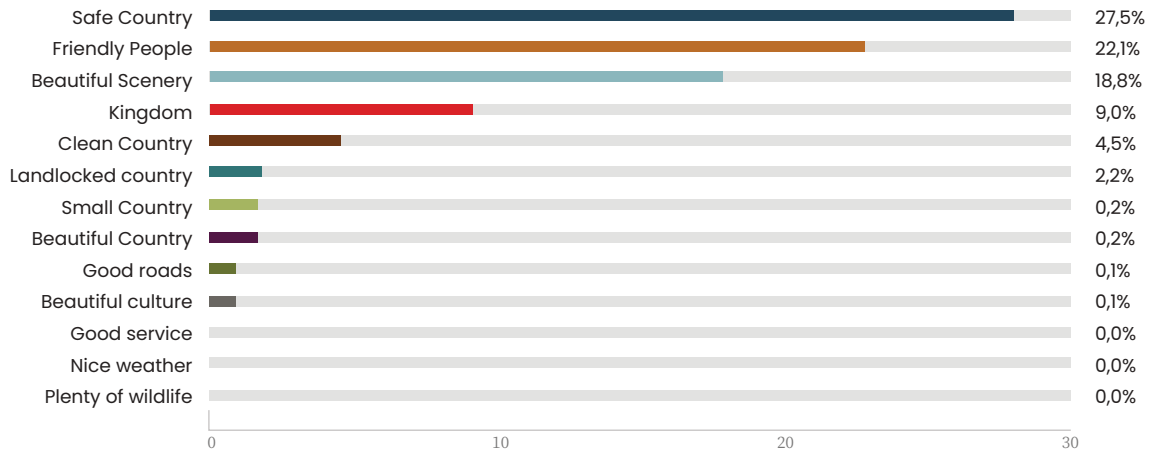
## VISITOR COMPLAINTS



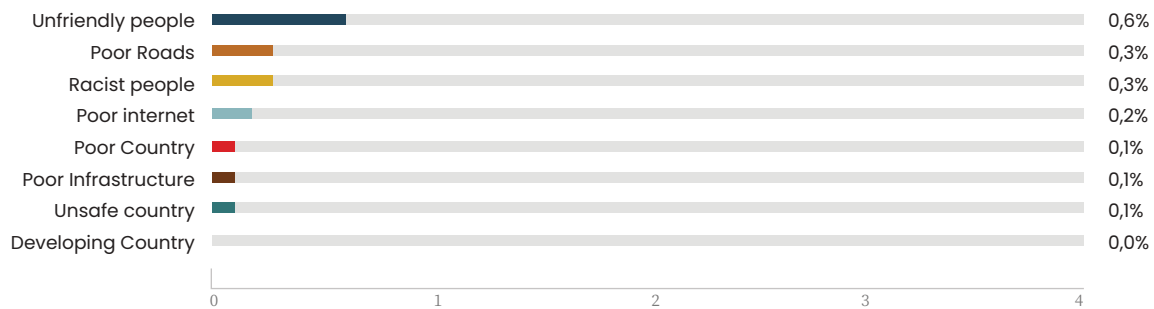
# Perceptions About Eswatini

Majority of visitors had positive perceptions of Eswatini prior to arrival, most mentioning that it is a safe country with beautiful scenery and friendly people.

## POSITIVE PERCEPTIONS ABOUT ESWATINI



## NEGATIVE PERCEPTIONS ABOUT ESWATINI



A black monkey is hanging from a thick, light-colored rope. To the right of the monkey is a large, glowing, teardrop-shaped light fixture with a black base. The background is a blurred indoor space with wooden beams and a corrugated metal roof.

# 13

## Highlights

- Outlook

OUTLOOK

# Outlook

## Global Outlook

In what may be considered as another testing year for the global travel industry, 2021 saw some improvements, but only in a very subtle way as restrictions remained in place and many countries kept their borders partially or fully closed. Demand for travel demonstrated resilience – reinforced by a rise in vaccination rates – with quick rebounds, often led by leisure. Therefore, despite the challenges created by the COVID-19 pandemic, the future may be viewed as promising for travel and tourism.

In the short to medium term, the disruptive nature of the pandemic means that travel will continue to evolve, leading to a reshaping of factors that determine how the sector performs. These include differing levels of travel restrictions, vaccination rates and health security, changing market dynamics and consumer preferences, and the ability of tourism businesses and destinations to adapt. Moreover, the sector will need to prepare for future shocks that relate to higher fuel prices, which will eventually lead to increased air and road travel costs and diminished household disposable incomes. For these reasons, reaching pre-COVID-19 tourism levels is expected to take much longer, with tourism experts citing 2024 to 2026 as the years for a 'back to normal'.

## On the Domestic Front

Tourism recovery remained fragile and insufficient to reverse pandemic-induced losses in the sector's incomes and employment. Despite this, a concerted effort – through public and private sector collaboration – to encourage Emaswati to explore their country proved crucial in underpinning the industry's performance during the preceding year. While travel restrictions resulting from the COVID-19 pandemic significantly limited the number of international visitors to Eswatini in 2021, it conversely had a large and positive impact on its reputation as a preferred leisure destination for the domestic market. This was observed from the considerable number of local residents that opted to stay home for holiday than previously seen. Consequently, the domestic market provided some relief in the accommodation, conferencing, restaurant and events sectors.

Growth prospects seem to be brightening for the tourism sector in Eswatini, as the country with other economies bolster towards achieving herd immunity from coronavirus resulting in fewer travel restrictions. Furthermore, the anticipated launch of new flights linking Eswatini with Durban, Cape Town and Harare in mid-2022 will influence growth of regional inbound travel into the country and further offer alternative routes for long-haul travellers. Other optimistic aviation news is the introduction of new flights between South Africa and the USA in the June and November 2022, which is anticipated to open access to more than 85 USA cities, resulting in eased travel to the Region. Understanding the emerging travel trends – the ongoing need to feel safe, the growing desire to travel differently, and planning for the next crisis will be essential for Eswatini and tourism businesses to succeed in the efforts to attract domestic and international travelers.

## The Year Ahead

Travel experts highlight factors that will determine the sector's performance and new tourism trends that are likely to emerge in 2022:

- International travel with restrictions: these will still be maintained by both destinations and airlines in order to offer 100% security to the consumer;
- Reinforcement of COVID-19 testing: two years after the pandemic COVID-19 testing will still be in place as a preventive measure;
- Conscious travel will be advocated: there will be increased travel to more distant destinations, but with prolonged durations of stay as consumers look to enjoy as much of each place they visit as possible;
- Increased prioritization for green travel: climate change is increasingly being recognized as a problem that is present and growing. Thus, consumers now are much more responsible and aware of the reality they live in on a daily basis;
- The emergence of a new trend of "ed-ventures": this trend entails combining education and holidays for the younger members of the family. While adults may need to telework or attend meetings, their children can be doing workshops and learning in a playful way;
- The rise of "bleisure" travel: entails combining elements of business and leisure travel into a single trip. The newly flexible work arrangements which include the opportunity for many employees to work remotely, has created opportunities for extended travel that is not limited by a Monday to Friday "8 to 5" workweek in the office.



# 14

ANNEX

## Highlights

- Arrivals 2020
- Arrivals from Selected Markets
- Arrivals by Main Purpose of Visit
- Accommodation Statistics
- Tourism Statistics

# Arrivals 2021

| COUNTRY OF RESIDENCE             | JAN    | FEB   | MAR    | APR    | MAY    | JUN    | JUL    | AUG    | SEP    | OCT    | NOV    | DEC    | TOTAL   |
|----------------------------------|--------|-------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
| <b>AFRICA</b>                    | 16 111 | 9 339 | 14 002 | 16 981 | 18 195 | 17 028 | 10 572 | 15 450 | 19 347 | 17 612 | 18 502 | 23 614 | 196 753 |
| Botswana                         | 44     | 61    | 55     | 88     | 82     | 72     | 77     | 88     | 103    | 114    | 133    | 138    | 1 055   |
| Kenya                            | 16     | 17    | 41     | 44     | 60     | 43     | 17     | 37     | 72     | 51     | 73     | 78     | 549     |
| Lesotho                          | 56     | 62    | 96     | 119    | 146    | 123    | 85     | 110    | 136    | 151    | 93     | 146    | 1 323   |
| Malawi                           | 43     | 53    | 60     | 71     | 91     | 76     | 63     | 70     | 91     | 52     | 90     | 125    | 885     |
| Mozambique                       | 3 288  | 1 615 | 1 841  | 1 949  | 2 211  | 2 577  | 1 817  | 1 859  | 2 586  | 2 378  | 2 649  | 3 698  | 28 468  |
| Nigeria                          | 30     | 26    | 64     | 42     | 76     | 68     | 63     | 72     | 98     | 73     | 114    | 146    | 872     |
| RSA                              | 11 871 | 6 733 | 10 692 | 13 452 | 14 045 | 12 688 | 7 569  | 11 954 | 14 605 | 13 253 | 13 624 | 17 251 | 147 737 |
| Tanzania                         | 30     | 33    | 75     | 88     | 105    | 112    | 81     | 97     | 108    | 134    | 109    | 104    | 1 076   |
| Zambia                           | 53     | 53    | 62     | 73     | 106    | 94     | 50     | 69     | 156    | 136    | 141    | 185    | 1 178   |
| Zimbabwe                         | 537    | 520   | 712    | 820    | 981    | 927    | 601    | 885    | 1 075  | 968    | 1 104  | 1 356  | 10 486  |
| Other Africa                     | 143    | 166   | 304    | 235    | 292    | 248    | 149    | 209    | 317    | 302    | 372    | 387    | 3 124   |
| <b>NORTH &amp; SOUTH AMERICA</b> | 78     | 34    | 92     | 174    | 206    | 178    | 178    | 136    | 254    | 253    | 269    | 332    | 2 184   |
| Brazil                           | 7      | 2     | 4      | 7      | 4      | 6      | 6      | 6      | 6      | 7      | 10     | 18     | 83      |
| Canada                           | 14     | 8     | 12     | 17     | 8      | 17     | 5      | 10     | 21     | 22     | 40     | 41     | 215     |
| USA                              | 53     | 21    | 70     | 141    | 175    | 143    | 166    | 103    | 203    | 217    | 184    | 226    | 1 702   |
| Other America                    | 4      | 3     | 6      | 9      | 19     | 12     | 1      | 17     | 24     | 7      | 35     | 47     | 184     |
| <b>MIDDLE EAST</b>               | 20     | 6     | 8      | 25     | 21     | 31     | 17     | 27     | 26     | 21     | 44     | 26     | 272     |
| Kuwait                           | 0      | 0     | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 1       |
| Iran                             | 5      | 0     | 0      | 7      | 1      | 1      | 3      | 2      | 4      | 0      | 6      | 4      | 33      |
| Israel                           | 2      | 3     | 5      | 7      | 12     | 17     | 2      | 12     | 9      | 15     | 22     | 13     | 119     |
| Saudi Arabia                     | 0      | 0     | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0       |
| UAE                              | 0      | 1     | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 1       |
| Other Mid East                   | 13     | 2     | 3      | 11     | 8      | 13     | 12     | 13     | 13     | 6      | 15     | 9      | 118     |
| <b>ASIA &amp; AUSTRALIA</b>      | 306    | 299   | 390    | 354    | 440    | 583    | 490    | 487    | 722    | 667    | 727    | 742    | 6 207   |
| Australia                        | 4      | 2     | 5      | 4      | 1      | 6      | 1      | 7      | 5      | 8      | 8      | 11     | 62      |
| China                            | 15     | 14    | 26     | 28     | 86     | 171    | 104    | 31     | 49     | 62     | 64     | 55     | 705     |
| India                            | 86     | 85    | 116    | 100    | 137    | 142    | 113    | 144    | 223    | 192    | 199    | 216    | 1 753   |
| Pakistan                         | 148    | 120   | 147    | 77     | 114    | 123    | 216    | 198    | 251    | 201    | 264    | 260    | 2 119   |
| Philippines                      | 3      | 4     | 6      | 11     | 5      | 9      | 12     | 7      | 11     | 9      | 5      | 8      | 90      |
| South Korea                      | 16     | 10    | 10     | 36     | 30     | 15     | 7      | 28     | 34     | 30     | 32     | 55     | 303     |
| Taiwan                           | 9      | 8     | 10     | 46     | 14     | 38     | 10     | 21     | 41     | 53     | 50     | 44     | 344     |
| Other Asia                       | 25     | 56    | 70     | 52     | 53     | 79     | 27     | 51     | 108    | 112    | 105    | 93     | 831     |
| <b>EUROPE</b>                    | 188    | 142   | 260    | 434    | 433    | 314    | 221    | 342    | 521    | 792    | 1 066  | 576    | 5 289   |
| Belgium                          | 7      | 1     | 6      | 12     | 15     | 6      | 11     | 13     | 26     | 31     | 77     | 30     | 235     |
| France                           | 7      | 7     | 20     | 37     | 35     | 18     | 8      | 19     | 76     | 176    | 259    | 30     | 692     |
| Germany                          | 22     | 9     | 18     | 29     | 34     | 42     | 12     | 22     | 43     | 132    | 174    | 48     | 585     |
| Italy                            | 9      | 3     | 13     | 25     | 25     | 13     | 22     | 20     | 20     | 33     | 24     | 23     | 230     |
| Netherlands                      | 9      | 2     | 9      | 28     | 35     | 22     | 12     | 12     | 33     | 41     | 55     | 40     | 298     |
| Norway                           | 4      | 0     | 1      | 6      | 1      | 0      | 1      | 2      | 11     | 10     | 8      | 3      | 47      |
| Portugal                         | 24     | 32    | 53     | 53     | 68     | 63     | 22     | 44     | 63     | 54     | 78     | 65     | 619     |
| Sweden                           | 3      | 0     | 1      | 14     | 5      | 4      | 6      | 5      | 6      | 18     | 20     | 12     | 94      |
| Switzerland                      | 2      | 1     | 5      | 4      | 3      | 8      | 2      | 1      | 6      | 17     | 19     | 14     | 82      |
| UK                               | 71     | 58    | 88     | 127    | 125    | 102    | 76     | 126    | 167    | 154    | 166    | 213    | 1 473   |
| Other Europe                     | 30     | 29    | 46     | 99     | 87     | 36     | 49     | 78     | 70     | 126    | 186    | 98     | 934     |
| <b>GRAND TOTAL</b>               | 16 703 | 9 820 | 14 752 | 17 968 | 19 295 | 18 134 | 11 478 | 16 442 | 20 870 | 19 345 | 20 608 | 25 290 | 210 705 |

## Arrivals from Selected Markets

| AFRICA                    |          |        |         |       |        |         |         |        |        |
|---------------------------|----------|--------|---------|-------|--------|---------|---------|--------|--------|
| CHARACTERISTICS           | BOTSWANA |        |         | KENYA |        |         | LESOTHO |        |        |
| TOTAL ARRIVALS            | NO.      | %      | %CHG    | NO.   | %      | %CHG    | NO.     | %      | %CHG   |
| MODE OF TRAVEL            | 1 055    | 100,0% | -27,3%  | 549   | 100,0% | 19,5%   | 1 323   | 100,0% | 5,2%   |
| Air                       | 468      | 44,4%  | 222,8%  | 0     | 0,0%   |         | 102     | 7,7%   |        |
| Land                      | 587      | 55,6%  | -55,1%  | 0     | 0,0%   |         | 1 221   | 92,3%  | -2,9%  |
| GENDER                    | 1 055    |        |         | 549   |        |         | 1 323   |        |        |
| Male                      | 1 451    | 88,9%  | 0,0%    | 0     | 0,0%   |         | 1 017   | 76,9%  |        |
| Female                    | 117      | 11,1%  |         | 0     | 0,0%   |         | 306     | 23,1%  | -75,7% |
| AGE GROUP                 | 1 055    |        |         | 549   |        |         | 1 323   |        |        |
| 18-24                     | 0        |        |         | 0     | 0,0%   |         | 102     | 7,7%   |        |
| 25-34                     | 117      | 11,1%  | -19,2%  | 0     | 0,0%   |         | 407     | 30,8%  | 29,4%  |
| 35-44                     | 821      | 77,8%  | 277,0%  | 0     | 0,0%   |         | 611     | 46,2%  | -35,3% |
| 45-54                     | 117      | 11,1%  | -88,5%  | 0     | 0,0%   |         | 102     | 7,7%   |        |
| 55-64                     | 0        |        | -100,0% | 0     | 0,0%   |         | 102     | 7,7%   |        |
| 65+                       | 0        |        |         | 0     | 0,0%   |         | 0       |        |        |
| LENGTH OF DAYS            | 1 055    |        |         | 549   |        |         | 1 323   |        |        |
| Under 1 day               | 0        | 0,0%   | -100,0% | 0     | 0,0%   |         | 102     | 7,7%   | -83,8% |
| 1 Day                     | 117      | 11,1%  | -19,3%  | 50    | 9,1%   |         | 102     | 7,7%   |        |
| 2 Days                    | 234      | 22,2%  | -53,9%  | 0     | 0,0%   | -100,0% | 204     | 15,4%  | -35,2% |
| 3 Days                    | 234      | 22,2%  | -53,9%  | 150   | 27,3%  |         | 306     | 23,1%  | -2,8%  |
| 4 Days                    | 117      | 11,1%  |         | 50    | 9,1%   |         | 0       | 0,0%   |        |
| 5 Days                    | 0        | 0,0%   | -100,0% | 150   | 27,3%  | 128,3%  | 102     | 7,7%   |        |
| 6 Days                    | 117      | 11,1%  |         | 50    | 9,1%   | -23,9%  | 306     | 23,1%  |        |
| 7 Days                    | 0        |        |         | 0     | 0,0%   |         | 0       | 0,0%   |        |
| 8- 10 Days                | 0        |        | -100,0% | 0     | 0,0%   | -100,0% | 0       | 0,0%   |        |
| 11 -14 Days               | 234      | 22,2%  |         | 50    | 9,1%   | -61,9%  | 102     | 7,7%   |        |
| 15 - 29 Days              | 0        |        |         | 0     | 0,0%   | -100,0% | 102     | 7,7%   |        |
| 30- 59 Days               | 0        |        |         | 0     |        |         | 0       |        |        |
| 60 Days & Over            | 0        |        |         | 50    | 9,1%   |         | 0       |        |        |
| Av. Length of Stay (Days) | 5,44     |        | 90,9%   | 11,6  |        | 32,6%   | 5,46    |        | 336,8% |
| VISITOR NIGHTS            | 5 739    |        | 38,8%   | 6 341 |        | 58,6%   | 7 224   |        | 359,4% |

| AFRICA                    |        |        |         |            |        |        |         |        |       |
|---------------------------|--------|--------|---------|------------|--------|--------|---------|--------|-------|
| CHARACTERISTICS           | MALAWI |        |         | MOZAMBIQUE |        |        | NIGERIA |        |       |
| TOTAL ARRIVALS            | NO.    | %      | %CHG    | NO.        | %      | %CHG   | NO.     | %      | %CHG  |
| MODE OF TRAVEL            | 885    | 100,0% | -47,1%  | 28 468     | 100,0% | -44,5% | 872     |        | 18,1% |
| Air                       | 652    | 73,7%  | 26,6%   | 57         | 0,2%   | -67,6% | 218     | 25,0%  |       |
| Land                      | 233    | 26,3%  | -79,9%  | 28 411     | 99,8%  | -44,4% | 654     | 75,0%  |       |
| GENDER                    | 885    |        |         | 28 468     |        |        | 872     | 100,0% |       |
| Male                      | 373    | 42,1%  | -75,9%  | 20 525     | 72,1%  | -31,3% | 872     | 100,0% |       |
| Female                    | 512    | 57,9%  | 297,5%  | 7 943      | 27,9%  | -62,9% | 0       |        |       |
| AGE GROUP                 | 885    |        |         | 28 468     |        |        | 872     | 100,0% |       |
| 18-24                     | 47     | 5,3%   |         | 1 037      | 3,6%   | -8,0%  | 0       |        |       |
| 25-34                     | 93     | 10,5%  | -81,9%  | 8 068      | 28,3%  | -34,7% | 0       |        |       |
| 35-44                     | 606    | 68,4%  | -20,0%  | 8 875      | 31,2%  | -63,6% | 0       |        |       |
| 45-54                     | 140    | 15,8%  | -63,9%  | 6 858      | 24,1%  | -43,6% | 0       |        |       |
| 55-64                     | 0      |        |         | 3 342      | 11,7%  | 243,1% | 0       |        |       |
| 65+                       | 0      |        |         | 288        | 1,0%   | 12,4%  | 0       |        |       |
| LENGTH OF DAYS            | 885    |        |         | 28 468     |        |        | 872     | 100,0% |       |
| Under 1 day               | 187    | 21,1%  | -81,9%  | 11 302     | 39,7%  | -70,6% | 218     | 25,0%  |       |
| 1 Day                     | 47     | 5,3%   | -63,6%  | 5 352      | 18,8%  | -6,0%  | 0       |        |       |
| 2 Days                    | 0      | 0,0%   |         | 5 409      | 19,0%  | 48,6%  | 0       |        |       |
| 3 Days                    | 47     | 5,3%   | -63,6%  | 2 078      | 7,3%   | 93,0%  | 0       |        |       |
| 4 Days                    | 93     | 10,5%  |         | 1 680      | 5,9%   | 368,0% | 218     | 25,0%  |       |
| 5 Days                    | 93     | 10,5%  |         | 626        | 2,2%   | 510,7% | 0       |        |       |
| 6 Days                    | 47     | 5,3%   | -63,6%  | 399        | 1,4%   | 159,1% | 0       |        |       |
| 7 Days                    | 47     | 5,3%   |         | 342        | 1,2%   | 233,1% | 0       |        |       |
| 8- 10 Days                | 93     | 10,5%  |         | 512        | 1,8%   | 24,9%  | 218     | 25,0%  |       |
| 11 -14 Days               | 0      | 0,0%   | -100,0% | 285        | 1,0%   | 327,1% | 0       |        |       |
| 15 - 29 Days              | 47     | 5,3%   | -63,6%  | 171        | 0,6%   | -74,4% | 0       |        |       |
| 30- 59 Days               | 47     | 5,3%   |         | 171        | 0,6%   | 66,6%  | 218     | 25,0%  |       |
| 60 Days & Over            | 0      |        |         | 114        | 0,4%   | 11,0%  | 0       |        |       |
| Av. Length of Stay (Days) | 7,7    |        | 151,3%  | 2,64       |        | 137,8% | 12,75   |        |       |
| VISITOR NIGHTS            | 6 850  |        | 32,9%   | 75 156     |        | 32,1%  | 11 118  |        |       |

## Arrivals from Selected Markets

| AFRICA                    |         |        |        |          |        |         |        |        |         |
|---------------------------|---------|--------|--------|----------|--------|---------|--------|--------|---------|
| CHARACTERISTICS           | RSA     |        |        | TANZANIA |        |         | ZAMBIA |        |         |
|                           | NO.     | %      | %CHG   | NO.      | %      | %CHG    | NO.    | %      | %CHG    |
| TOTAL ARRIVALS            | 147 737 | 100,0% | -38,0% | 1 076    | 100,0% | -35,9%  | 1 178  | 100,0% | -1,3%   |
| MODE OF TRAVEL            | 147 737 |        |        | 1 076    |        |         | 1 178  |        |         |
| Air                       | 4 284   | 2,9%   | 29,4%  | 430      | 40,0%  | -74,4%  | 786    | 66,7%  | -21,0%  |
| Land                      | 143 453 | 97,1%  | -39,0% | 646      | 60,0%  |         | 392    | 33,3%  | 97,3%   |
| GENDER                    |         |        |        | 1 076    |        |         | 1 178  |        |         |
| Male                      | 107 405 | 72,7%  | -32,5% | 646      | 60,0%  | -42,4%  | 786    | 66,7%  | -1,3%   |
| Female                    | 40 332  | 27,3%  | -49,0% | 430      | 40,0%  | -23,0%  | 392    | 33,3%  | -1,3%   |
| AGE GROUP                 | 147 737 |        |        | 1 076    |        |         | 1 178  |        |         |
| 18-24                     | 4 916   | 3,3%   | 37,5%  | 0        | 0,0%   |         | 0      | 0,0%   |         |
| 25-34                     | 34 815  | 23,6%  | -28,0% | 215      | 20,0%  |         | 0      | 0,0%   |         |
| 35-44                     | 52 824  | 35,8%  | -36,7% | 215      | 20,0%  | -80,8%  | 1 178  | 100,0% | 97,5%   |
| 45-54                     | 38 627  | 26,1%  | -45,2% | 646      | 60,0%  | 15,5%   | 0      |        | -100,0% |
| 55-64                     | 13 645  | 9,2%   | -50,6% | 0        |        |         | 0      |        | -100,0% |
| 65+                       | 2 910   | 2,0%   | -41,9% | 0        |        |         | 0      |        |         |
| LENGTH OF DAYS            | 147 737 |        |        | 1 076    |        |         | 1 178  |        |         |
| Under 1 day               | 25 411  | 17,2%  | -77,8% | 0        | 0,0%   |         | 392    | 33,3%  |         |
| 1 Day                     | 23 047  | 15,6%  | -22,6% | 0        | 0,0%   |         | 0      | 0,0%   |         |
| 2 Days                    | 42 696  | 28,9%  | 12,7%  | 0        | 0,0%   |         | 0      | 0,0%   | -100,0% |
| 3 Days                    | 25 559  | 17,3%  | 3,1%   | 0        | 0,0%   | -100,0% | 392    | 33,3%  |         |
| 4 Days                    | 13 887  | 9,4%   | 29,5%  | 430      | 40,0%  |         | 0      | 0,0%   | -100,0% |
| 5 Days                    | 4 137   | 2,8%   | -13,2% | 430      | 40,0%  |         | 392    | 33,3%  |         |
| 6 Days                    | 2 659   | 1,8%   | -41,3% | 0        | 0,0%   |         | 0      | 0,0%   | -100,0% |
| 7 Days                    | 2 512   | 1,7%   | -12,2% | 0        | 0,0%   | -100,0% | 0      | 0,0%   |         |
| 8- 10 Days                | 2 955   | 2,0%   | 3,3%   | 0        | 0,0%   |         | 0      | 0,0%   |         |
| 11 -14 Days               | 1 477   | 1,0%   | -48,3% | 215      | 20,0%  | -61,5%  | 0      | 0,0%   | -100,0% |
| 15 - 29 Days              | 2 068   | 1,4%   | -3,6%  | 0        |        |         | 0      | 0,0%   | -100,0% |
| 30- 59 Days               | 148     | 0,1%   | -38,0% | 0        |        |         | 0      |        |         |
| 60 Days & Over            | 295     | 0,2%   |        | 0        |        |         | 0      |        |         |
| Av. Length of Stay (Days) | 2,81    |        | 57,0%  | 5,8      |        | -24,4%  | 2,7    |        | -77,8%  |
| VISITOR NIGHTS            | 415 141 |        | -2,7%  | 6 241    |        | -51,5%  | 3 145  |        | -78,0%  |

| AFRICA                    |          |        |         | AMERICA |        |        |        |        |         |
|---------------------------|----------|--------|---------|---------|--------|--------|--------|--------|---------|
| CHARACTERISTICS           | ZIMBABWE |        |         | BRAZIL  |        |        | CANADA |        |         |
|                           | NO.      | %      | %CHG    | NO.     | %      | %CHG   | NO.    | %      | %CHG    |
| TOTAL ARRIVALS            | 10 486   | 100,0% | -25,6%  | 83      | 100,0% | -52,6% | 215    | 100,0% | -78,2%  |
| MODE OF TRAVEL            | 10 486   |        |         | 83      |        |        | 215    |        |         |
| Air                       | 7 623    | 72,7%  | 123,2%  | 0       | 0,0%   |        | 108    | 50,0%  | -38,3%  |
| Land                      | 2 863    | 27,3%  | -73,2%  | 0       | 0,0%   |        | 108    | 50,0%  | -86,6%  |
| GENDER                    | 10 486   |        |         | 83      |        |        | 215    |        |         |
| Male                      | 5 715    | 54,5%  | -10,9%  | 0       | 0,0%   |        | 215    | 100,0% | -43,0%  |
| Female                    | 4 771    | 45,5%  | -37,9%  | 0       | 0,0%   |        | 0      | 0,0%   | -100,0% |
| AGE GROUP                 | 10 486   |        |         | 83      |        |        | 215    |        |         |
| 18-24                     | 953      | 9,1%   | 125,5%  | 0       |        |        | 0      |        |         |
| 25-34                     | 953      | 9,1%   | -81,4%  | 0       |        |        | 0      |        | -100,0% |
| 35-44                     | 5 720    | 54,5%  | -10,8%  | 0       |        |        | 215    | 100,0% | -26,0%  |
| 45-54                     | 953      | 9,1%   | -55,5%  | 0       |        |        | 0      |        | -100,0% |
| 55-64                     | 1 907    | 18,2%  |         | 0       |        |        | 0      |        | -100,0% |
| 65+                       | 0        |        |         | 0       |        |        | 0      |        | -100,0% |
| LENGTH OF DAYS            | 10 486   |        |         | 83      |        |        | 215    |        |         |
| Under 1 day               | 472      | 4,5%   | -94,5%  | 0       |        |        | 0      | 0,0%   |         |
| 1 Day                     | 0        | 0,0%   | -100,0% | 0       |        |        | 0      | 0,0%   | -100,0% |
| 2 Days                    | 954      | 9,1%   | 11,0%   | 0       |        |        | 108    | 50,0%  | -47,2%  |
| 3 Days                    | 1 908    | 18,2%  | 11,9%   | 0       |        |        | 0      | 0,0%   | -100,0% |
| 4 Days                    | 1 908    | 18,2%  | 122,1%  | 0       |        |        | 0      | 0,0%   |         |
| 5 Days                    | 472      | 4,5%   |         | 0       |        |        | 0      | 0,0%   |         |
| 6 Days                    | 472      | 4,5%   | 11,6%   | 0       |        |        | 0      | 0,0%   | -100,0% |
| 7 Days                    | 472      | 4,5%   |         | 0       |        |        | 108    | 50,0%  | 84,4%   |
| 8- 10 Days                | 1 426    | 13,6%  | 237,4%  | 0       |        |        | 0      | 0,0%   | -100,0% |
| 11 -14 Days               | 944      | 9,0%   | 11,6%   | 0       |        |        | 0      |        |         |
| 15 - 29 Days              | 472      | 4,5%   |         | 0       |        |        | 0      | 0,0%   | -100,0% |
| 30- 59 Days               | 472      | 4,5%   |         | 0       |        |        | 0      | 0,0%   | -100,0% |
| 60 Days & Over            | 472      | 4,5%   |         | 0       |        |        | 0      |        |         |
| Av. Length of Stay (Days) | 12,95    |        | 557,4%  | 0       |        |        | 4,5    |        | 16,0%   |
| VISITOR NIGHTS            | 135 794  |        | 389,3%  | 0       |        |        | 968    |        | -74,8%  |

## Arrivals from Selected Markets

| AMERICA                   |        |        |         | MIDDLE EAST |        |         |     |        |         |
|---------------------------|--------|--------|---------|-------------|--------|---------|-----|--------|---------|
| CHARACTERISTICS           | USA    |        |         | ISRAEL      |        |         | UAE |        |         |
|                           | NO.    | %      | %CHG    | NO.         | %      | %CHG    | NO. | %      | %CHG    |
| TOTAL ARRIVALS            | 1 702  | 100,0% | -38,9%  | 119         | 100,0% | -48,7%  | 1   | 100,0% | -80,0%  |
| MODE OF TRAVEL            | 1 702  |        |         | 119         |        |         | 1   |        |         |
| Air                       | 851    | 50,0%  | 27,6%   | 0           | 0,0%   |         | 1   | 50,0%  | -90,0%  |
| Land                      | 851    | 50,0%  | -59,9%  | 119         | 100,0% | -48,7%  | 1   | 50,0%  |         |
| GENDER                    | 1 702  |        |         | 119         |        |         | 1   |        |         |
| Male                      | 1 384  | 81,3%  | 1,5%    | 89          | 75,0%  | -61,5%  | 1   | 100,0% | -60,0%  |
| Female                    | 320    | 18,8%  | -77,5%  | 30          | 25,0%  |         | 0   | 0,0%   | -100,0% |
| AGE GROUP                 | 1 702  |        |         | 119         |        |         | 1   |        |         |
| 18-24                     | 0      | 0,0%   | -100,0% | 0           |        |         | 0   | 0,0%   |         |
| 25-34                     | 532    | 31,3%  | -29,9%  | 0           |        | -100,0% | 0   | 0,0%   |         |
| 35-44                     | 319    | 18,8%  | -66,0%  | 119         | 100,0% | 2,6%    | 1   | 50,0%  |         |
| 45-54                     | 426    | 25,0%  | -36,1%  | 0           |        |         | 0   |        | -100,0% |
| 55-64                     | 319    | 18,8%  | 76,1%   | 0           |        |         | 0   |        |         |
| 65+                       | 106    | 6,3%   | -11,3%  | 0           |        |         | 0   |        |         |
| LENGTH OF DAYS            | 1 702  |        |         | 119         |        |         | 1   |        |         |
| Under 1 day               | 107    | 6,3%   | -80,4%  | 0           | 0,0%   | -100,0% | 0   | 0,0%   |         |
| 1 Day                     | 320    | 18,8%  | -54,1%  | 0           | 0,0%   |         | 1   | 100,0% |         |
| 2 Days                    | 107    | 6,3%   | -79,2%  | 30          | 25,0%  | -74,4%  | 0   | 0,0%   |         |
| 3 Days                    | 107    | 6,3%   | -60,8%  | 0           | 0,0%   |         | 1   | 50,0%  | -80,0%  |
| 4 Days                    | 213    | 12,5%  | 17,4%   | 0           | 0,0%   |         | 0   | 0,0%   |         |
| 5 Days                    | 213    | 12,5%  | 77,5%   | 60          | 50,0%  |         | 0   | 0,0%   |         |
| 6 Days                    | 0      | 0,0%   | -100,0% | 0           | 0,0%   |         | 0   | 0,0%   |         |
| 7 Days                    | 0      | 0,0%   | -100,0% | 0           | 0,0%   |         | 1   | 50,0%  | -80,0%  |
| 8- 10 Days                | 107    | 6,3%   | 249,6%  | 0           | 0,0%   |         | 0   |        |         |
| 11 -14 Days               | 107    | 6,3%   | 249,6%  | 0           | 0,0%   |         | 0   |        |         |
| 15 - 29 Days              | 107    | 6,3%   | -12,6%  | 30          | 25,0%  |         | 0   |        |         |
| 30- 59 Days               | 0      | 0,0%   | -100,0% | 0           |        |         | 0   |        |         |
| 60 Days & Over            | 320    | 18,8%  | 421,7%  | 0           |        |         | 0   |        |         |
| Av. Length of Stay (Days) | 26,06  |        | 316,3%  | 7,5         |        | 650,0%  | 4,0 |        | -20,0%  |
| VISITOR NIGHTS            | 44 354 |        | 154,1%  | 893         |        | 284,7%  | 4   |        | -84,0%  |

| ASIA & AUSTRALIA          |           |        |       |        |        |         |        |        |         |
|---------------------------|-----------|--------|-------|--------|--------|---------|--------|--------|---------|
| CHARACTERISTICS           | AUSTRALIA |        |       | CHINA  |        |         | INDIA  |        |         |
|                           | NO.       | %      | %CHG  | NO.    | %      | %CHG    | NO.    | %      | %CHG    |
| TOTAL ARRIVALS            | 62        | 100,0% | 85,0% | 705    | 100,0% | 27,1%   | 1 753  | 100,0% | -13,3%  |
| MODE OF TRAVEL            | 62        |        |       | 705    |        |         | 1 753  |        |         |
| Air                       | 0         | 0,0%   |       | 0      | 0,0%   |         | 1 753  | 100,0% | -13,3%  |
| Land                      | 0         | 0,0%   |       | 705    | 100,0% | 27,0%   | 0      | 0,0%   |         |
| GENDER                    | 62        |        |       | 705    |        |         | 1 753  |        |         |
| Male                      | 0         | 0,0%   |       | 705    | 100,0% |         | 1 753  | 100,0% | -13,3%  |
| Female                    | 0         | 0,0%   |       | 0      | 0,0%   | -100,0% | 0      | 0,0%   |         |
| AGE GROUP                 | 62        |        |       | 705    |        |         | 1 753  |        |         |
| 18-24                     | 0         |        |       | 0      | 0,0%   |         | 0      | 0,0%   |         |
| 25-34                     | 0         |        |       | 705    | 100,0% |         | 0      | 0,0%   |         |
| 35-44                     | 0         |        |       | 0      |        | -100,0% | 1 169  | 66,7%  | -22,9%  |
| 45-54                     | 0         |        |       | 0      |        |         | 584    | 33,3%  | 15,5%   |
| 55-64                     | 0         |        |       | 0      |        |         | 0      |        |         |
| 65+                       | 0         |        |       | 0      |        |         | 0      |        |         |
| LENGTH OF DAYS            | 62        |        |       | 705    |        |         | 1 753  |        |         |
| Under 1 day               | 0         |        |       | 0      |        |         | 0      | 0,0%   |         |
| 1 Day                     | 0         |        |       | 0      |        |         | 0      | 0,0%   |         |
| 2 Days                    | 0         |        |       | 0      |        |         | 0      | 0,0%   |         |
| 3 Days                    | 0         |        |       | 0      |        |         | 0      | 0,0%   |         |
| 4 Days                    | 0         |        |       | 0      |        |         | 0      | 0,0%   |         |
| 5 Days                    | 0         |        |       | 0      |        |         | 0      | 0,0%   |         |
| 6 Days                    | 0         |        |       | 0      |        |         | 584    | 33,3%  | 15,5%   |
| 7 Days                    | 0         |        |       | 0      |        |         | 0      | 0,0%   | -100,0% |
| 8- 10 Days                | 0         |        |       | 0      |        |         | 0      | 0,0%   | -100,0% |
| 11 -14 Days               | 0         |        |       | 0      |        |         | 0      | 0,0%   | -100,0% |
| 15 - 29 Days              | 0         |        |       | 705    | 100,0% |         | 0      | 0,0%   | -100,0% |
| 30- 59 Days               | 0         |        |       | 0      |        |         | 584    | 33,3%  |         |
| 60 Days & Over            | 0         |        |       | 0      |        |         | 584    | 33,3%  | 131,0%  |
| Av. Length of Stay (Days) | 0         |        |       | 25     |        | 733,3%  | 50,3   |        | 67,8%   |
| VISITOR NIGHTS            | 0         |        |       | 17 625 |        | 958,6%  | 88 228 |        | 45,5%   |

## Arrivals from Selected Markets

| ASIA & AUSTRALIA          |          |        |         |             |        |        |             |        |        |
|---------------------------|----------|--------|---------|-------------|--------|--------|-------------|--------|--------|
| CHARACTERISTICS           | PAKISTAN |        |         | PHILLIPINES |        |        | SOUTH KOREA |        |        |
|                           | NO.      | %      | %CHG    | NO.         | %      | %CHG   | NO.         | %      | %CHG   |
| TOTAL ARRIVALS            | 2 119    | 100,0% | 2,7%    | 90          | 100,0% | -32,3% | 303         | 100,0% | -22,5% |
| MODE OF TRAVEL            | 2 119    |        |         | 90          |        |        | 303         |        |        |
| Air                       | 2 119    | 100,0% | 2,7%    | 0           | 0,0%   |        | 0           |        |        |
| Land                      | 0        | 0,0%   |         | 0           | 0,0%   |        | 0           |        |        |
| GENDER                    | 2 119    |        |         | 90          |        |        | 303         |        |        |
| Male                      | 0        | 100,0% | -100,0% | 0           | 0,0%   |        | 0           |        |        |
| Female                    | 2 119    | 0,0%   |         | 0           | 0,0%   |        | 0           |        |        |
| AGE GROUP                 | 2 119    |        |         | 90          |        |        | 303         |        |        |
| 18-24                     | 0        | 0,0%   |         | 0           |        |        | 55          | 18,0%  |        |
| 25-34                     | 2 119    | 0,0%   |         | 0           |        |        | 0           |        |        |
| 35-44                     | 0        | 100,0% | -100,0% | 0           |        |        | 0           |        |        |
| 45-54                     | 0        |        |         | 0           |        |        | 0           |        |        |
| 55-64                     | 0        |        |         | 0           |        |        | 0           |        |        |
| 65+                       | 0        |        |         | 0           |        |        | 0           |        |        |
| LENGTH OF DAYS            | 2 119    |        |         | 90          |        |        | 303         |        |        |
| Under 1 day               | 0        |        |         | 0           |        |        | 0           |        |        |
| 1 Day                     | 0        |        |         | 0           |        |        | 0           |        |        |
| 2 Days                    | 0        |        |         | 0           |        |        | 0           |        |        |
| 3 Days                    | 0        |        |         | 0           |        |        | 0           |        |        |
| 4 Days                    | 0        |        |         | 0           |        |        | 0           |        |        |
| 5 Days                    | 0        |        |         | 0           |        |        | 0           |        |        |
| 6 Days                    | 0        |        |         | 0           |        |        | 0           |        |        |
| 7 Days                    | 0        |        |         | 0           |        |        | 0           |        |        |
| 8- 10 Days                | 0        |        |         | 0           |        |        | 0           |        |        |
| 11 -14 Days               | 0        |        |         | 0           |        |        | 0           |        |        |
| 15 - 29 Days              | 0        |        |         | 0           |        |        | 0           |        |        |
| 30- 59 Days               | 0        | 50,0%  | -100,0% | 0           |        |        | 0           |        |        |
| 60 Days & Over            | 2 119    | 50,0%  | 105,4%  | 0           |        |        | 0           |        |        |
| Av. Length of Stay (Days) | 175,0    |        | 78,6%   | 0,0         |        |        | 2           |        |        |
| VISITOR NIGHTS            | 370 825  |        | 83,42%  | 0           |        |        | 606         |        |        |

| ASIA & AUSTRALIA / EUROPE |        |        |         |         |        |         |        |        |         |
|---------------------------|--------|--------|---------|---------|--------|---------|--------|--------|---------|
| CHARACTERISTICS           | TAIWAN |        |         | BELGIUM |        |         | FRANCE |        |         |
|                           | NO.    | %      | %CHG    | NO.     | %      | %CHG    | NO.    | %      | %CHG    |
| TOTAL ARRIVALS            | 344    | 100,0% | 1,2%    | 235     | 100,0% | -67,4%  | 692    | 100,0% | -84,2%  |
| MODE OF TRAVEL            | 344    |        |         | 235     |        |         | 692    |        |         |
| Air                       | 344    | 100,0% | 1,2%    | 0       | 0,0%   |         | 53     | 7,7%   |         |
| Land                      | 0      | 0,0%   |         | 235     | 100,0% | -67,0%  | 639    | 92,3%  | -85,4%  |
| GENDER                    | 344    |        |         | 235     |        |         | 692    |        |         |
| Male                      | 138    | 40,0%  | -59,5%  | 149     | 63,6%  | -53,6%  | 372    | 53,8%  | -72,8%  |
| Female                    | 206    | 60,0%  |         | 86      | 36,4%  | -78,5%  | 320    | 46,2%  | -89,4%  |
| AGE GROUP                 | 344    |        |         | 235     |        |         | 692    |        |         |
| 18-24                     | 0      |        | -100,0% | 0       | 0,0%   |         | 80     | 11,5%  | 30,5%   |
| 25-34                     | 138    | 40,0%  |         | 43      | 18,2%  | -82,7%  | 213    | 30,8%  | -79,4%  |
| 35-44                     | 138    | 40,0%  | -19,1%  | 107     | 45,5%  | -65,8%  | 240    | 34,6%  | -84,9%  |
| 45-54                     | 69     | 20,0%  |         | 64      | 27,3%  | 34,8%   | 27     | 3,8%   | -94,9%  |
| 55-64                     | 0      |        |         | 0       | 0,0%   | -100,0% | 133    | 19,2%  | -83,4%  |
| 65+                       | 0      |        |         | 21      | 9,1%   | -55,1%  | 0      | 0,0%   | -100,0% |
| LENGTH OF DAYS            | 344    |        |         | 235     |        |         | 692    |        |         |
| Under 1 day               | 0      | 0,0%   |         | 0       | 0,0%   | -100,0% | 0      | 0,0%   | -100,0% |
| 1 Day                     | 0      | 0,0%   |         | 86      | 36,4%  | -78,5%  | 399    | 57,7%  | -86,1%  |
| 2 Days                    | 69     | 20,0%  |         | 86      | 36,4%  | -39,8%  | 133    | 19,2%  | -79,5%  |
| 3 Days                    | 0      | 0,0%   |         | 43      | 18,2%  | 11,9%   | 0      | 0,0%   | -100,0% |
| 4 Days                    | 0      | 0,0%   |         | 0       | 0,0%   |         | 80     | 11,5%  | 30,0%   |
| 5 Days                    | 69     | 20,0%  |         | 21      | 9,1%   |         | 0      | 0,0%   | -100,0% |
| 6 Days                    | 0      | 0,0%   | -100,0% | 0       |        |         | 0      | 0,0%   |         |
| 7 Days                    | 0      | 0,0%   |         | 0       |        |         | 26     | 3,8%   |         |
| 8- 10 Days                | 69     | 20,0%  |         | 0       |        |         | 0      | 0,0%   |         |
| 11 -14 Days               | 0      | 0,0%   |         | 0       |        |         | 26     | 3,8%   |         |
| 15 - 29 Days              | 0      | 0,0%   |         | 0       |        |         | 26     | 3,8%   |         |
| 30- 59 Days               | 69     | 20,0%  |         | 0       |        |         | 0      |        |         |
| 60 Days & Over            | 69     | 20,0%  | -59,5%  | 3       | 1,3%   | -67,4%  | 0      |        |         |
| Av. Length of Stay (Days) | 40,6   |        | -51,1%  | 2,09    |        | -1,88%  | 2,77   |        | 154,13% |
| VISITOR NIGHTS            | 13 966 |        | -50,51% | 491     |        | -68,02% | 1 917  |        | -59,77% |

## Arrivals from Selected Markets

| EUROPE                    |         |        |         |        |        |         |             |        |         |
|---------------------------|---------|--------|---------|--------|--------|---------|-------------|--------|---------|
| CHARACTERISTICS           | GERMANY |        |         | ITALY  |        |         | NETHERLANDS |        |         |
|                           | NO.     | %      | %CHG    | NO.    | %      | %CHG    | NO.         | %      | %CHG    |
| TOTAL ARRIVALS            | 585     | 100,0% | -82,1%  | 230    | 100,0% | -50,6%  | 298         | 100,0% | -50,6%  |
| MODE OF TRAVEL            | 585     |        |         | 230    |        |         | 298         |        |         |
| Air                       | 26      | 4,5%   | 66,3%   | 153    | 66,7%  |         | 43          | 14,3%  | 320,1%  |
| Land                      | 559     | 95,5%  | -82,8%  | 77     | 33,3%  | -83,6%  | 255         | 85,7%  | -89,8%  |
| GENDER                    | 585     |        |         | 230    |        |         | 298         |        |         |
| Male                      | 266     | 45,5%  | -76,0%  | 153    | 66,7%  | -34,2%  | 170         | 57,1%  | -81,3%  |
| Female                    | 319     | 54,5%  | -85,2%  | 77     | 33,3%  | -67,1%  | 128         | 42,9%  | -92,1%  |
| AGE GROUP                 | 585     |        |         | 230    |        |         | 298         |        |         |
| 18-24                     | 0       |        | -100,0% | 0      |        | 0,0%    | 64          | 21,4%  | 26,4%   |
| 25-34                     | 106     | 18,2%  | -85,0%  | 38     | 16,7%  | -69,4%  | 106         | 35,7%  | -82,8%  |
| 35-44                     | 293     | 50,0%  | -76,5%  | 38     | 16,7%  | -85,7%  | 43          | 14,3%  | -95,2%  |
| 45-54                     | 27      | 4,5%   | -96,4%  | 115    | 50,0%  | 60,2%   | 85          | 28,6%  | -85,3%  |
| 55-64                     | 160     | 27,3%  | -58,2%  | 38     | 16,7%  | 0,0%    | 0           |        | -100,0% |
| 65+                       | 0       | 0,0%   | -100,0% | 0      |        | 0,0%    | 0           |        | -100,0% |
| LENGTH OF DAYS            | 585     |        |         | 230    |        |         | 298         |        |         |
| Under 1 day               | 0       | 0,0%   | -100,0% | 0      | 0,0%   |         | 0           | 0,0%   | -100,0% |
| 1 Day                     | 346     | 59,1%  | -83,8%  | 77     | 33,3%  |         | 170         | 57,1%  | -89,0%  |
| 2 Days                    | 80      | 13,6%  | -80,6%  | 38     | 16,7%  |         | 43          | 14,3%  | -91,6%  |
| 3 Days                    | 80      | 13,6%  | 62,6%   | 38     | 16,7%  |         | 21          | 7,1%   | -82,5%  |
| 4 Days                    | 0       | 0,0%   | -100,0% | 0      | 0,0%   |         | 21          | 7,1%   | 109,4%  |
| 5 Days                    | 26      | 4,5%   | 303,6%  | 0      | 0,0%   |         | 0           | 0,0%   | -100,0% |
| 6 Days                    | 26      | 4,5%   |         | 0      | 0,0%   |         | 21          | 7,1%   |         |
| 7 Days                    | 0       | 0,0%   | -100,0% | 0      | 0,0%   |         | 0           | 0,0%   |         |
| 8- 10 Days                | 0       | 0,0%   | -100,0% | 0      | 0,0%   |         | 0           | 0,0%   |         |
| 11 -14 Days               | 0       | 0,0%   |         | 0      | 0,0%   |         | 21          | 7,1%   |         |
| 15 - 29 Days              | 0       | 0,0%   | -100,0% | 0      | 0,0%   |         | 0           |        |         |
| 30- 59 Days               | 0       | 0,0%   |         | 0      | 0,0%   |         | 0           |        |         |
| 60 Days & Over            | 26      | 4,5%   | 303,6%  | 77     | 33,3%  |         | 0           |        |         |
| Av. Length of Stay (Days) | 4,8     |        | 226,7%  | 48,5   |        | 3602,3% | 2,6         |        | 114,2%  |
| VISITOR NIGHTS            | 2 790   |        | -41,4%  | 11 155 |        | 1727,3% | 766         |        | -74,7%  |

| EUROPE                    |        |        |         |          |         |       |        |        |         |
|---------------------------|--------|--------|---------|----------|---------|-------|--------|--------|---------|
| CHARACTERISTICS           | NORWAY |        |         | PORTUGAL |         |       | SWEDEN |        |         |
|                           | NO.    | %      | %CHG    | NO.      | %CHG    | NO.   | NO.    | %      | %CHG    |
| TOTAL ARRIVALS            | 47     | 100,0% | -58,4%  | 619      | -30,8%  | 94    | 94     | 100,0% | -80,7%  |
| MODE OF TRAVEL            | 47     |        |         | 619      |         | 94    | 94     |        |         |
| Air                       | 0      | 0,0%   |         | 310      |         | 94    | 94     | 100,0% | 93,4%   |
| Land                      | 0      | 0,0%   |         | 310      | -65,4%  | 0     | 0      | 0,0%   |         |
| GENDER                    | 47     |        |         | 619      |         | 94    | 94     |        |         |
| Male                      | 0      | 0,0%   |         | 310      | -50,3%  | 94    | 94     | 100,0% | -44,7%  |
| Female                    | 0      | 0,0%   |         | 310      | 13,8%   | 0     | 0      | 0,0%   | -100,0% |
| AGE GROUP                 | 47     |        |         | 619      |         | 94    | 94     |        |         |
| 18-24                     | 0      |        |         | 0        | -100,0% | 0     | 0      |        |         |
| 25-34                     | 0      |        |         | 0        | -100,0% | 0     | 0      |        | -100,0% |
| 35-44                     | 0      |        |         | 155      | -63,8%  | 0     | 0      |        | -100,0% |
| 45-54                     | 0      |        |         | 155      | -20,3%  | 0     | 0      |        | -100,0% |
| 55-64                     | 0      |        |         | 155      | 98,7%   | 0     | 0      |        | -100,0% |
| 65+                       | 0      |        |         | 155      |         | 94    | 94     | 100,0% | -3,3%   |
| LENGTH OF DAYS            | 47     |        |         | 619      |         | 94    | 94     |        |         |
| Under 1 day               | 0      |        |         | 0        | -100,0% | 0     | 0      |        | -100,0% |
| 1 Day                     | 0      |        |         | 310      | 166,0%  | 0     | 0      |        | -100,0% |
| 2 Days                    | 0      |        |         | 155      | 98,7%   | 0     | 0      |        | -100,0% |
| 3 Days                    | 0      |        |         | 0        |         | 0     | 0      |        | -100,0% |
| 4 Days                    | 0      |        |         | 0        |         | 0     | 0      |        |         |
| 5 Days                    | 0      |        |         | 0        |         | 0     | 0      |        |         |
| 6 Days                    | 0      |        |         | 0        |         | 0     | 0      |        |         |
| 7 Days                    | 0      |        |         | 0        |         | 0     | 0      |        | -100,0% |
| 8- 10 Days                | 0      |        |         | 155      |         | 0     | 0      |        | -100,0% |
| 11 -14 Days               | 0      |        |         | 0        |         | 0     | 0      |        | -100,0% |
| 15 - 29 Days              | 0      |        |         | 0        |         | 0     | 0      |        |         |
| 30- 59 Days               | 0      |        |         | 0        |         | 0     | 0      |        |         |
| 60 Days & Over            | 0      |        |         | 0        |         | 94    | 94     | 100,0% |         |
| Av. Length of Stay (Days) | 0,0    |        | -100,0% | 3,3      | 983,3%  | 62,0  | 62,0   |        | 2430,6% |
| VISITOR NIGHTS            | 0      |        | -100,0% | 2 012    | 649,3%  | 5 828 | 5 828  |        | 389,5%  |

## Arrivals from Selected Markets

| EUROPE                    |             |        |         |        |        |         |
|---------------------------|-------------|--------|---------|--------|--------|---------|
| CHARACTERISTICS           | SWITZERLAND |        |         | UK     |        |         |
|                           | NO.         | %      | %CHG    | NO.    | %      | %CHG    |
| TOTAL ARRIVALS            | 82          | 100,0% | -84,9%  | 1 473  | 100,0% | -46,9%  |
| MODE OF TRAVEL            | 82          |        |         | 1 473  |        |         |
| Air                       | 12          | 14,3%  | -62,6%  | 589    | 40,0%  | 70,0%   |
| Land                      | 70          | 85,7%  | -86,3%  | 884    | 60,0%  | -63,6%  |
| GENDER                    | 82          |        |         | 1 473  |        |         |
| Male                      | 82          | 100,0% | -60,8%  | 1 031  | 70,0%  | 6,3%    |
| Female                    | 0           | 0,0%   | -100,0% | 442    | 30,0%  | -75,5%  |
| AGE GROUP                 | 82          |        |         | 1 473  |        |         |
| 18-24                     | 0           |        | -100,0% | 0      |        |         |
| 25-34                     | 23          | 28,6%  | -81,3%  | 0      |        | -100,0% |
| 35-44                     | 12          | 14,3%  | -94,4%  | 147    | 10,0%  | -10,7%  |
| 45-54                     | 47          | 57,1%  | -44,0%  | 737    | 50,0%  | 185,7%  |
| 55-64                     | 0           |        | -100,0% | 147    | 10,0%  | -42,9%  |
| 65+                       | 0           |        | -100,0% | 442    | 30,0%  | -33,3%  |
| LENGTH OF DAYS            | 82          |        |         | 1 473  |        |         |
| Under 1 day               | 0           | 0,0%   | -100,0% | 295    | 20,0%  | -29,1%  |
| 1 Day                     | 12          | 14,3%  | -95,8%  | 0      | 0,0%   | -100,0% |
| 2 Days                    | 12          | 14,3%  | -94,1%  | 0      | 0,0%   | -100,0% |
| 3 Days                    | 12          | 14,3%  | 13,7%   | 0      | 0,0%   | -100,0% |
| 4 Days                    | 23          | 28,6%  |         | 147    | 10,0%  | 39,8%   |
| 5 Days                    | 0           | 0,0%   |         | 147    | 10,0%  |         |
| 6 Days                    | 12          | 14,3%  |         | 147    | 10,0%  | 6,3%    |
| 7 Days                    | 12          | 14,3%  | 13,7%   | 0      | 0,0%   | -100,0% |
| 8- 10 Days                | 0           |        |         | 0      | 0,0%   | -100,0% |
| 11 -14 Days               | 0           |        |         | 0      | 0,0%   | -100,0% |
| 15 - 29 Days              | 0           |        | -100,0% | 295    | 20,0%  | 717,5%  |
| 30- 59 Days               | 0           |        |         | 442    | 30,0%  |         |
| 60 Days & Over            | 0           |        |         | 0      | 0,0%   | -100,0% |
| Av. Length of Stay (Days) | 3,9         |        | 115,6%  | 19,8   |        | 308,2%  |
| VISITOR NIGHTS            | 317         |        | -67,4%  | 29 165 |        | 121,7%  |

# Arrivals by Main Purpose of Visit

| AFRICA        |          |       |         |        |            |         |     |          |        |          |
|---------------|----------|-------|---------|--------|------------|---------|-----|----------|--------|----------|
| Accommodation | Botswana | Kenya | Lesotho | Malawi | Mozambique | Nigeria | RSA | Tanzania | Zambia | Zimbabwe |
| Hotel         | 11       | 9     | 15      |        | 18         |         | 19  | 40       |        |          |
| VFR           | 44       | 18    | 46      |        | 30         |         | 38  | 40       |        | 27       |
| Business      | 44       | 73    | 39      | 84     | 26         | 75      | 34  | 20       | 67     | 68       |
| Transit       |          |       |         | 11     | 14         | 25      | 5   |          | 33     | 5        |
| Other         |          |       |         | 5      | 12         |         | 4   |          |        |          |

| AMERICA       |        |        |     | MIDDLE EAST |     |
|---------------|--------|--------|-----|-------------|-----|
| Accommodation | Brazil | Canada | USA | Israel      | UAE |
| Hotel         |        | 50     |     | 75          |     |
| VFR           |        |        | 100 |             |     |
| Business      |        | 50     |     | 25          |     |
| Transit       |        |        |     |             |     |
| Other         |        |        |     |             |     |

| ASIA & AUSTRALIA |           |       |       |          |             |             |        |
|------------------|-----------|-------|-------|----------|-------------|-------------|--------|
| Accommodation    | Australia | China | India | Pakistan | Phillipines | South Korea | Taiwan |
| Hotel            |           |       |       |          |             |             |        |
| VFR              |           | 100   | 67    |          |             |             | 20     |
| Business         |           |       | 33    | 100      |             |             | 80     |
| Transit          |           |       |       |          |             |             |        |
| Other            |           |       |       |          |             |             |        |

| EUROPE                             |         |        |         |       |             |        |          |        |             |    |
|------------------------------------|---------|--------|---------|-------|-------------|--------|----------|--------|-------------|----|
| Accommodation                      | Belgium | France | Germany | Italy | Netherlands | Norway | Portugal | Sweden | Switzerland | UK |
| Hotel                              | 91      | 85     | 86      | 86    | 33          |        | 75       |        | 86          | 20 |
| VFR                                |         | 4      | 5       | 5     |             |        | 25       |        |             | 30 |
| Business                           | 9       | 11     | 4       | 4     | 67          |        |          | 100    | 14          | 30 |
| Transit                            |         |        |         |       |             |        |          |        |             | 20 |
| Other                              |         |        | 5       | 5     |             |        |          |        |             |    |
| Source: Eswatini Tourism Authority |         |        |         |       |             |        |          |        |             |    |

Accommodation Statistics

| ROOMS AVAILABLE - 2021                  |               |               |               |               |               |               |               |               |               |               |               |               |             |
|-----------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-------------|
| Hotel Name                              | January       | February      | March         | April         | May           | June          | July          | August        | September     | October       | November      | December      | TOTAL       |
| Total Ezulwini                          | 10 602        | 9 576         | 10 602        | 10 260        | 10 602        | 10 260        | 10 582        | 10 582        | 9 646         | 10 531        | 10 531        | 9 748         | 123 522     |
| Total Manzini                           | 23 390        | 21 140        | 23 390        | 22 650        | 23 405        | 22 650        | 23 405        | 23 405        | 21 886        | 23 396        | 23 396        | 22 006        | 274 119     |
| Total Mbabane                           | 9 982         | 9 016         | 9 982         | 9 660         | 9 982         | 9 660         | 9 765         | 9 765         | 8 820         | 9 735         | 9 735         | 9 020         | 115 152     |
| Total Rest of Swaziland                 | 18 166        | 16 415        | 18 166        | 18 008        | 18 531        | 18 008        | 18 524        | 18 501        | 17 153        | 18 483        | 18 466        | 17 236        | 215 658     |
| Grand Total                             | 62 140        | 56 147        | 62 140        | 60 578        | 62 520        | 60 578        | 62 276        | 62 253        | 57 505        | 62 145        | 62 158        | 58 010        | 728 451     |
| ROOM NIGHTS SOLD - 2021                 |               |               |               |               |               |               |               |               |               |               |               |               |             |
| Hotel Name                              | January       | February      | March         | April         | May           | June          | July          | August        | September     | October       | November      | December      | TOTAL       |
| Total Ezulwini                          | 1 309         | 1 492         | 2 186         | 1 827         | 2 631         | 3 151         | 1 570         | 1 787         | 2 877         | 3 191         | 2 989         | 2 448         | 27 458      |
| Total Manzini                           | 793           | 720           | 1 883         | 2 361         | 2 250         | 2 677         | 2 152         | 2 637         | 3 048         | 4 595         | 3 737         | 2 918         | 29 771      |
| Total Mbabane                           | 602           | 951           | 1 324         | 1 702         | 1 324         | 1 324         | 1 219         | 1 637         | 1 922         | 1 670         | 2 865         | 1 356         | 20 520      |
| Total Rest of Swaziland                 | 5 605         | 5 375         | 7 055         | 6 567         | 7 293         | 9 333         | 7 193         | 9 272         | 10 878        | 7 574         | 8 800         | 9 592         | 94 537      |
| Grand Total                             | 8 309         | 8 538         | 12 448        | 12 457        | 14 600        | 17 004        | 12 134        | 15 366        | 18 725        | 18 000        | 18 391        | 16 314        | 172 286     |
| NUMBER OF BEDS AVAILABLE - 2021         |               |               |               |               |               |               |               |               |               |               |               |               |             |
| Hotel Name                              | January       | February      | March         | April         | May           | June          | July          | August        | September     | October       | November      | December      | TOTAL       |
| Total Ezulwini                          | 20 274        | 18 312        | 20 379        | 19 620        | 20 274        | 19 620        | 20 234        | 20 234        | 18 452        | 20 132        | 20 132        | 18 656        | 236 319     |
| Total Manzini                           | 44 423        | 40 152        | 44 423        | 43 020        | 44 454        | 43 020        | 44 454        | 44 454        | 41 610        | 44 434        | 44 434        | 41 830        | 520 708     |
| Total Mbabane                           | 15 717        | 14 196        | 15 717        | 15 210        | 15 717        | 15 210        | 15 500        | 15 500        | 14 000        | 15 464        | 15 500        | 14 206        | 181 937     |
| Total Rest of Swaziland                 | 38 595        | 34 867        | 38 595        | 38 560        | 39 703        | 38 560        | 39 673        | 39 614        | 36 801        | 39 587        | 39 532        | 36 973        | 461 060     |
| Grand Total                             | 119 009       | 107 527       | 119 114       | 116 410       | 120 148       | 116 410       | 119 861       | 119 802       | 110 863       | 119 617       | 119 598       | 111 665       | 1 400 024   |
| NUMBER OF BED-NIGHTS SOLD - 2021        |               |               |               |               |               |               |               |               |               |               |               |               |             |
| Hotel Name                              | January       | February      | March         | April         | May           | June          | July          | August        | September     | October       | November      | December      | TOTAL       |
| Total Ezulwini                          | 1 494         | 1 883         | 2 543         | 2 151         | 2 837         | 3 446         | 1 724         | 2 049         | 3 087         | 3 371         | 3 267         | 2 961         | 30 813      |
| Total Manzini                           | 938           | 903           | 3 120         | 3 419         | 3 400         | 3 870         | 3 328         | 3 925         | 4 284         | 6 857         | 4 326         | 3 720         | 42 090      |
| Total Mbabane                           | 638           | 978           | 1 372         | 1 759         | 1 372         | 1 372         | 1 284         | 1 797         | 2 107         | 2 107         | 2 983         | 1 874         | 22 228      |
| Total Rest of Swaziland                 | 7 605         | 6 950         | 9 560         | 8 226         | 9 213         | 11 831        | 13 251        | 13 866        | 13 004        | 11 271        | 13 192        | 20 572        | 138 541     |
| Grand Total                             | 10 675        | 10 714        | 16 595        | 15 555        | 17 900        | 21 006        | 19 587        | 21 637        | 22 482        | 24 482        | 23 912        | 29 126        | 233 671     |
| NUMBER OF DOMESTIC TOURISTS - 2021      |               |               |               |               |               |               |               |               |               |               |               |               |             |
| Hotel Name                              | January       | February      | March         | April         | May           | June          | July          | August        | September     | October       | November      | December      | TOTAL       |
| Total Ezulwini                          | 1 155         | 1 253         | 1 672         | 1 435         | 1 865         | 2 666         | 1 236         | 1 629         | 2 267         | 2 366         | 2 197         | 1 882         | 21 623      |
| Total Manzini                           | 463           | 471           | 916           | 1 180         | 969           | 1 857         | 1 116         | 1 547         | 1 662         | 4 131         | 1 419         | 2 230         | 17 961      |
| Total Mbabane                           | 268           | 452           | 757           | 757           | 477           | 707           | 653           | 656           | 892           | 1 021         | 736           | 672           | 8 108       |
| Total Rest of Swaziland                 | 2 841         | 2 405         | 3 704         | 4 235         | 4 798         | 6 456         | 4 221         | 4 001         | 6 508         | 4 875         | 6 624         | 7 906         | 58 574      |
| Grand Total                             | 4 727         | 4 581         | 6 769         | 7 607         | 8 449         | 11 686        | 7 226         | 7 832         | 11 329        | 12 393        | 10 976        | 12 690        | 106 265     |
| NUMBER OF INTERNATIONAL TOURISTS - 2021 |               |               |               |               |               |               |               |               |               |               |               |               |             |
| Hotel Name                              | January       | February      | March         | April         | May           | June          | July          | August        | September     | October       | November      | December      | TOTAL       |
| Total Ezulwini                          | 390           | 443           | 717           | 753           | 961           | 825           | 577           | 605           | 831           | 976           | 1 224         | 1 139         | 9 441       |
| Total Manzini                           | 176           | 178           | 227           | 492           | 677           | 235           | 610           | 646           | 764           | 654           | 1 508         | 750           | 6 917       |
| Total Mbabane                           | 216           | 273           | 429           | 428           | 498           | 437           | 793           | 408           | 541           | 701           | 715           | 570           | 6 009       |
| Total Rest of Swaziland                 | 641           | 1 057         | 879           | 981           | 1 151         | 1 021         | 794           | 778           | 983           | 912           | 1 012         | 1 544         | 11 753      |
| Grand Total                             | 1 423         | 1 951         | 2 252         | 2 654         | 3 287         | 2 518         | 2 774         | 2 436         | 3 119         | 3 243         | 4 459         | 4 003         | 34 119      |
| TOTAL NUMBER OF TOURISTS - 2021         |               |               |               |               |               |               |               |               |               |               |               |               |             |
| Hotel Name                              | January       | February      | March         | April         | May           | June          | July          | August        | September     | October       | November      | December      | TOTAL       |
| Total Ezulwini                          | 1 545         | 1 696         | 2 389         | 2 188         | 2 826         | 3 491         | 1 812         | 2 233         | 3 097         | 3 342         | 3 421         | 3 021         | 31 061      |
| Total Manzini                           | 639           | 649           | 1 143         | 1 672         | 1 646         | 2 092         | 1 726         | 2 193         | 2 426         | 4 785         | 2 927         | 2 980         | 24 878      |
| Total Mbabane                           | 484           | 725           | 906           | 1 185         | 1 315         | 1 144         | 1 446         | 1 064         | 1 433         | 1 722         | 1 451         | 1 242         | 14 117      |
| Total Rest of Swaziland                 | 3 482         | 3 462         | 4 583         | 5 216         | 5 949         | 7 477         | 5 015         | 4 778         | 7 492         | 5 787         | 7 636         | 9 450         | 70 327      |
| Grand Total                             | 6 150         | 6 532         | 9 021         | 10 261        | 11 736        | 14 204        | 10 000        | 10 269        | 14 448        | 15 636        | 15 435        | 16 693        | 140 385     |
| TOTAL BILL - 2021                       |               |               |               |               |               |               |               |               |               |               |               |               |             |
| Hotel Name                              | January       | February      | March         | April         | May           | June          | July          | August        | September     | October       | November      | December      | TOTAL       |
| Total Ezulwini                          | 2 298 439.70  | 2 727 117.21  | 4 212 851.18  | 3 567 483.17  | 5 285 607.25  | 5 386 247.20  | 4 034 824.93  | 5 336 822.16  | 6 505 647.45  | 6 337 448.95  | 5 808 240.61  | 5 291 094.57  | 56 791 824  |
| Total Manzini                           | 1 089 577.10  | 1 119 863.28  | 2 914 571.81  | 2 802 320.17  | 3 222 193.80  | 3 252 067.73  | 3 829 935.91  | 5 136 085.23  | 4 968 667.06  | 6 110 296.63  | 5 099 631.68  | 5 370 273.37  | 44 915 623  |
| Total Mbabane                           | 813 872.86    | 1 426 576.93  | 2 032 698.73  | 3 236 572.69  | 3 617 410.41  | 3 344 439.61  | 1 854 109.34  | 3 056 557.09  | 3 772 482.86  | 4 995 374.20  | 4 746 095.43  | 2 409 548.75  | 35 305 739  |
| Total Rest of Swaziland                 | 8 573 466.50  | 6 369 312.27  | 8 358 467.70  | 5 950 531.72  | 6 200 463.95  | 8 024 900.16  | 7 001 565.42  | 7 091 721.63  | 9 337 657.38  | 7 535 416.14  | 9 332 647.43  | 10 752 545.35 | 94 528 696  |
| Grand Total                             | 12 775 356.16 | 11 642 869.69 | 17 518 589.42 | 15 556 907.75 | 18 325 675.41 | 20 007 793.70 | 16 720 435.59 | 20 621 186.11 | 24 584 454.75 | 24 978 535.91 | 24 986 615.14 | 23 823 462.04 | 231 541 882 |

# Tourism Statistics Rates

| 1. Expenditure per Person per Night = ( Total Bill/ No. of Bed-Nights Sold) |          |               |  |
|-----------------------------------------------------------------------------|----------|---------------|--|
| Total Ezulwini                                                              | =        | 1843,11       |  |
| Total Manzini                                                               | =        | 1067,13       |  |
| Total Mbabane                                                               | =        | 1588,35       |  |
| Total Rest of Swaziland                                                     | =        | 682,32        |  |
| <b>Total</b>                                                                | <b>=</b> | <b>990,89</b> |  |

| 2. Average Length of Stay = ( No. of Bed Nights Sold/ No. of Tourists) |                   |          |          |
|------------------------------------------------------------------------|-------------------|----------|----------|
| Total Ezulwini                                                         | 0,99201571        | =        | 1        |
| Total Manzini                                                          | 1,69185626        | =        | 2        |
| Total Mbabane                                                          | 1,57455550        | =        | 2        |
| Total Rest of Swaziland                                                | 1,96995464        | =        | 2        |
| <b>Total</b>                                                           | <b>1,66449882</b> | <b>=</b> | <b>1</b> |

| 3. Bed Occupancy Rates = [( No. of Bed Nights Sold/ No. of Beds Available)*100%] |               |          |              |
|----------------------------------------------------------------------------------|---------------|----------|--------------|
| Total Ezulwini                                                                   | 0,1304        | =        | 13,0%        |
| Total Manzini                                                                    | 0,0808        | =        | 8,1%         |
| Total Mbabane                                                                    | 0,1222        | =        | 12,2%        |
| Total Rest of Swaziland                                                          | 0,3005        | =        | 30,0%        |
| <b>Total</b>                                                                     | <b>0,1669</b> | <b>=</b> | <b>16,7%</b> |

| 4. Room Occupancy Rates = [(No. of Room Nights Sold/ No. of rooms Available)*100%] |               |          |               |
|------------------------------------------------------------------------------------|---------------|----------|---------------|
| Total Ezulwini                                                                     | 0,2223        | =        | 22,2%         |
| Total Manzini                                                                      | 0,1086        | =        | 10,9%         |
| Total Mbabane                                                                      | 0,1782        | =        | 17,8%         |
| Total Rest of Swaziland                                                            | 0,4384        | =        | 43,8%         |
| <b>Total</b>                                                                       | <b>0,2365</b> | <b>=</b> | <b>23,65%</b> |



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