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TOURIST ARRIVALS AND NIGHTS IN COMMERCIAL ACCOMMODATION, SEPTEMBER 2023

More tourist arrivals and nights than in September 2022

In September 2023, the last summer month, there were 2.4 million tourist arrivals and 11.6 million tourist nights in commercial accommodation establishments, which was 15.3% more tourist arrivals and 4.0% more tourist nights than in September 2022. The increase in arrivals and nights in September 2023 compared to September 2022 was realised by both domestic and foreign tourists.

Domestic tourists realised 235 thousand arrivals and 650 thousand nights, which was 13.8% more arrivals and 8.1% more nights than in September 2022.

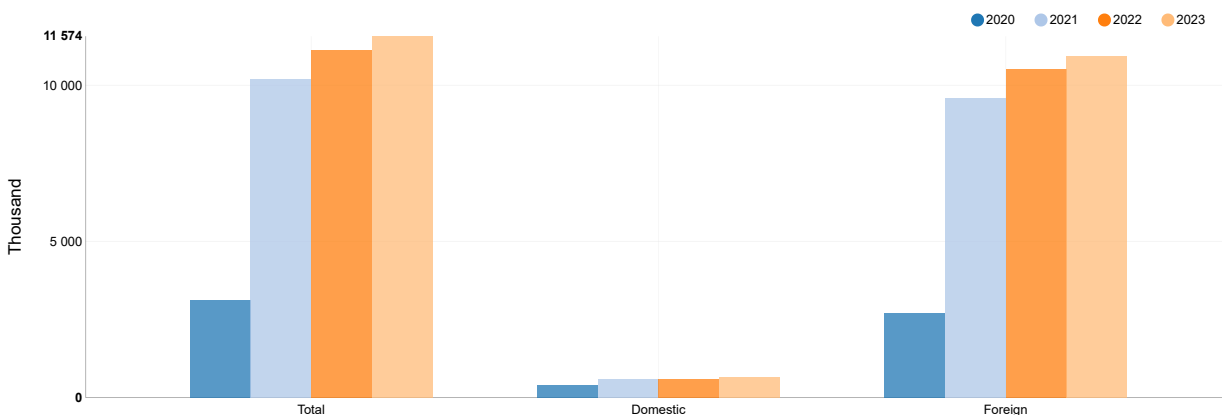
Foreign tourists realised 2.2 million arrivals and 10.9 million nights, which was 15.5% more arrivals and 3.7% more nights compared to September 2022.

The structure of total realised tourist nights shows that 5.6% of nights were realised by domestic tourists and 94.4% by foreign tourists. In September 2023, domestic tourists realised 2.8 nights per arrival on average, while foreign tourists realised 5.1 nights per arrival on average.

Notice

Detailed monthly data are available on the website of the [Croatian Bureau of Statistics](#), under "PC-Axis databases", where it is possible to browse and print data in various forms. Databases are updated on a monthly basis.

G-1 TOURIST NIGHTS IN SEPTEMBER, 2020 – 2023



Tourists from Germany realised a third of foreign tourist nights in September 2023

The most foreign tourist nights in September 2023 were realised by tourists from Germany, namely 3.6 million nights, which was 33.1% of the total realised foreign tourist nights. This year, for the fourth month in a row, the number of nights realised by tourists from Germany is lower than in the same periods of 2022. The number of nights realised by tourists from Germany was thus 9.1% lower in September 2023 than in September 2022. Tourists from Germany spent the most nights in the County of Istria, 1.7 million nights (which was 47.7% of the total nights realised by tourists from Germany in September 2023) and in the County of Primorje-Gorski kotar, where they realised 740 thousand nights (which was 20.5% of the total nights realised by tourists from Germany). In September 2023, tourists from Germany realised a lower number of tourist nights in all seaside counties compared to September 2022, as follows: Istria (-8.5%), Primorje-Gorski kotar (-10.8%), Split-Dalmatia (-9.5%), Zadar (-8.7%), Šibenik-Knin (-11.6%) and Dubrovnik-Neretva (-11.1%).

These were followed by nights realised by tourists from Austria (10.8%), Poland (7.5%), Slovenia (6.5%), the Czech Republic (5.6%), the United Kingdom (5.2%) and Italy (2.8%). Tourists from all these countries realised more tourist nights in September 2023 than in September 2022, except tourists from Poland.

Tourists spent the most nights in September 2023 in the group Holiday and other short-stay accommodation

As in August 2023, the most tourist nights were realised in the group Holiday and other short-stay accommodation, 5.2 million, which accounted for 44.6% of the total realised tourist nights. This group of accommodation recorded an increase in tourist nights of 2.4% compared to September 2022.

These were followed by the nights realised in the group Hotels and similar accommodation, with 3.4 million nights, which accounted for 29.8% of the total realised tourist nights. This group of accommodation recorded an increase in tourist nights of 6.1% compared to September 2022.

A total of 3.0 million nights were realised in the group Camping sites and camping grounds in September 2023, which accounted for 25.6% of the total realised tourist nights. This group of accommodation recorded an increase in tourist nights of 4.2% compared to September 2022.

The most tourist nights realised in Rovinj – Rovigno

In September 2023, the most tourist nights were realised in Rovinj – Rovigno, as much as 601 thousand, out of which 96.1% was realised by foreign tourists and 3.9% by domestic tourists. Compared to September 2022, both tourist arrivals and tourist nights increased (16.1% more arrivals and 5.4% more nights).

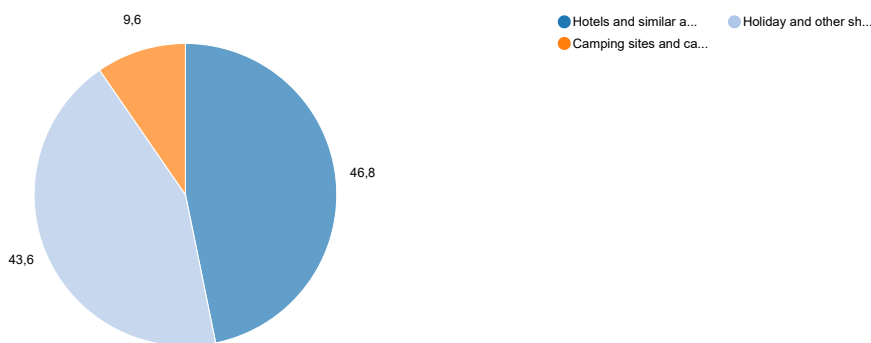
The most tourist nights in Rovinj – Rovigno in September 2023 were realised in the group Camping sites and camping grounds, 304 thousand, which accounted for a half (50.5%) of the realised tourist nights. This group of accommodation recorded 19.1% more tourist arrivals and 7.0% more tourist nights than in September 2022.

These were followed by tourist nights realised in Dubrovnik (539 thousand), Poreč – Parenzo (456 thousand), Split (386 thousand) and Umag – Umago (338 thousand). All these towns recorded an increase in tourist nights in September 2023 compared to September 2022.

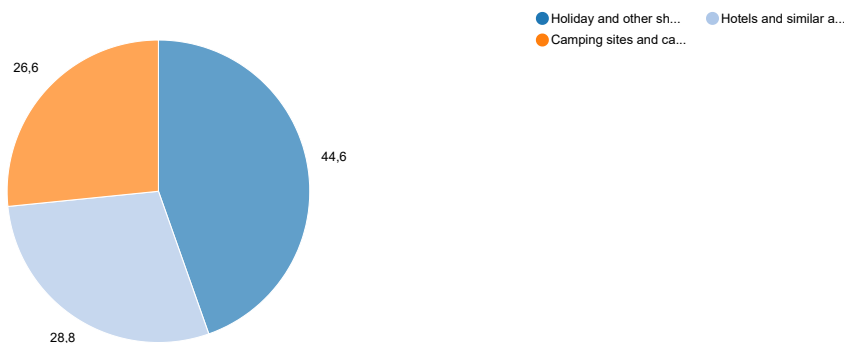
Tourists aged 55 to 64 realised the most nights

Tourists aged 55 to 64 realised the largest number of nights in September 2023, as much as 2.4 million (which accounted for 21.0% of the total realised nights). These were followed by the nights realised by tourists aged 65 and over, who realised 2.1 million nights (which accounted for 18.2% of the total realised nights).

G-2 STRUCTURE OF DOMESTIC TOURIST NIGHTS ACCORDING TO DIVISION 55 OF NKD 2007, SEPTEMBER 2023



G-3 STRUCTURE OF FOREIGN TOURIST NIGHTS ACCORDING TO DIVISION 55 OF NKD 2007, SEPTEMBER 2023



The largest number of accommodation units and permanent beds available in the group Holiday and other short-stay accommodation

In September 2023, there were 374 thousand rooms, apartments and camping sites available to tourists, with a total of 974 thousand permanent beds. Compared to September 2022, there were 1.9% more rooms, apartments and camping sites, and 1.8% more permanent beds. In September 2023, average occupancy rate of permanent beds was 39.6%, while in September 2022 it was 38.8%.

In the group Holiday and other short-stay accommodation, tourists had the largest number of rooms, apartments and camping sites at their disposal, as much as 208 thousand (which was 55.7% of the total number of available rooms, apartments and camping sites), with 550 thousand permanent beds (which was 56.4% of the total number of available permanent beds).

In the group Hotels and similar accommodation, tourists had 82 thousand rooms, apartments and camping sites at their disposal (which was 21.8% of the total number of available rooms, apartments and camping sites), with 171 thousand permanent beds (which was 17.5% of the total number of available permanent beds). The average occupancy rate of rooms in the group Hotels and similar accommodation in September 2023 was 73.6% and of permanent beds it was 69.9%.

Increase in tourist arrivals and nights in the first nine months of 2023

In the first nine months of 2023, there were 17.7 million tourist arrivals and 87.5 million tourist nights in commercial accommodation establishments, which was an increase of 9.1% in tourist arrivals and of 2.2% in tourist nights compared to the same period of 2022.

Domestic tourists realised 2.1 million arrivals and 7.1 million nights in commercial accommodation establishments in the first nine months of 2023, which was an increase of 6.9% in tourist arrivals and of 3.9% in tourist nights compared to the first nine months of 2022.

Foreign tourists realised 15.6 million arrivals and 80.5 million nights in the same period of 2023, which was 9.4% more arrivals and 2.0% more nights compared to the first nine months of 2022. The most foreign tourist nights were realised by tourists from Germany, namely 21.4 million nights, which was 26.6% of the total realised foreign tourist nights. Tourists from Germany realised 5.8% less nights in the first nine months of 2023 compared to the same period of 2022.

These were followed by the nights realised by tourists from Slovenia (9.1%), Austria (9.0%), Poland (7.8%), the Czech Republic (6.2%), Italy (4.7%), Hungary and the United Kingdom (4.0% each), and Slovakia and the Netherlands (3.7% each).

1 TOURIST ARRIVALS AND NIGHTS

	Arrivals				Nights			
	IX 2023	I – IX 2023	Indices <u>IX 2023</u> IX 2022	Indices <u>I – IX 2023</u> I – IX 2022	IX 2023	I – IX 2023	Indices <u>IX 2023</u> IX 2022	Indices <u>I – IX 2023</u> I – IX 2022
Total	2 391 616	17 709 953	115,3	109,1	11 574 393	87 549 196	104,0	102,2
Domestic tourists	234 502	2 111 901	113,8	106,9	649 583	7 072 405	108,1	103,9
Foreign tourists	2 157 114	15 598 052	115,5	109,4	10 924 810	80 476 791	103,7	102,0

2 TOURIST ARRIVALS AND NIGHTS, BY COUNTIES, SEPTEMBER 2023

		Total	Domestic	Foreign	Indices IX 2023 IX 2022		
					Total	Domestic	Foreign
Republic of Croatia	Arrivals	2 391 616	234 502	2 157 114	115,3	113,8	115,5
	Nights	11 574 393	649 583	10 924 810	104,0	108,1	103,7
County of Zagreb	Arrivals	16 968	4 433	12 535	115,1	115,9	114,8
	Nights	28 060	7 219	20 841	109,8	111,1	109,4
County of Krapina-Zagorje	Arrivals	18 081	7 461	10 620	107,9	103,5	111,3
	Nights	33 534	15 604	17 930	106,6	101,5	111,5
County of Sisak-Moslavina	Arrivals	2 719	1 068	1 651	110,0	111,9	108,8
	Nights	5 597	2 459	3 138	106,3	107,9	105,2
County of Karlovac	Arrivals	41 889	3 896	37 993	121,1	114,6	121,8
	Nights	67 132	6 405	60 727	114,6	104,4	115,8
County of Varaždin	Arrivals	10 420	4 143	6 277	116,5	128,8	109,6
	Nights	23 132	9 998	13 134	126,0	153,7	110,8
County of Koprivnica-Križevci	Arrivals	1 679	876	803	76,1	81,6	70,8
	Nights	3 638	1 603	2 035	98,2	98,5	97,9
County of Bjelovar-Bilogora	Arrivals	2 492	1 753	739	109,5	118,3	93,2
	Nights	6 945	4 908	2 037	104,2	107,2	97,7
County of Primorje-Gorski kotar	Arrivals	374 431	39 793	334 638	116,6	124,6	115,7
	Nights	1 918 403	121 051	1 797 352	103,7	111,0	103,2
County of Lika-Senj	Arrivals	88 776	7 460	81 316	133,3	171,7	130,6
	Nights	309 627	17 391	292 236	114,8	146,7	113,3
County of Virovitica-Podravina	Arrivals	1 781	1 201	580	99,4	95,8	107,8
	Nights	3 341	2 216	1 125	93,0	86,9	108,2
County of Požega-Slavonia	Arrivals	2 574	1 814	760	102,1	98,2	112,8
	Nights	6 172	4 447	1 725	101,8	97,9	113,3
County of Slavonski Brod-Posavina	Arrivals	4 247	1 570	2 677	99,8	99,1	100,3
	Nights	6 617	2 744	3 873	94,5	99,8	91,1
County of Zadar	Arrivals	203 100	21 763	181 337	112,8	116,9	112,3
	Nights	1 124 684	81 214	1 043 470	103,1	114,9	102,3
County of Osijek-Baranja	Arrivals	13 370	7 394	5 976	105,5	107,8	102,8
	Nights	29 352	13 308	16 044	101,0	106,8	96,7
County of Šibenik-Knin	Arrivals	102 574	13 594	88 980	104,6	124,5	102,1
	Nights	573 533	45 264	528 269	95,7	113,5	94,4
County of Vukovar-Sirmium	Arrivals	10 888	8 669	2 219	110,3	119,5	85,0
	Nights	18 502	14 161	4 341	101,5	109,0	82,8
County of Split-Dalmatia	Arrivals	474 138	31 877	442 261	118,6	112,4	119,0
	Nights	2 351 609	106 451	2 245 158	106,5	103,9	106,6
County of Istria	Arrivals	598 650	37 293	561 357	113,8	111,0	114,0
	Nights	3 692 414	103 014	3 589 400	102,0	108,1	101,8
County of Dubrovnik-Neretva	Arrivals	277 375	14 553	262 822	113,6	95,4	114,8
	Nights	1 098 536	48 188	1 050 348	105,9	90,2	106,8
County of Međimurje	Arrivals	7 354	3 981	3 373	106,7	114,6	98,7
	Nights	16 097	7 575	8 522	113,6	120,4	108,1
City of Zagreb	Arrivals	138 110	19 910	118 200	117,5	101,8	120,7
	Nights	257 468	34 363	223 105	113,5	101,9	115,5

NOTES ON METHODOLOGY

The purpose of the statistical survey

The purpose of the statistical survey Tourist Arrivals and Nights is to monitor the tourist activity realised in commercial accommodation establishments and to provide internationally comparable data in accordance with European standards for tourism statistics. The results of this survey ensure the basic indicators necessary for the analysis of tourism in the Republic of Croatia. The basic indicators are the following: tourist arrivals and nights by country of residence, types of accommodation establishments, tourists by sex and age groups, mode of arrival as well as the number of rooms and permanent beds.

Legal basis

The survey is implemented on the basis of the Official Statistics Act (NN, No. 25/20) and the Regulation (EU) No. 692/2011 of the European Parliament and of the Council of 6 July 2011 concerning European statistics on tourism.

Observation units

The observation units are all legal entities and natural persons that provide overnight accommodation services, as well as natural persons who provide hospitality services in households and on private family farms.

The Hospitality and Catering Industry Act (NN, Nos 85/15, 121/16, 99/18, 25/19, 98/19, 32/20, 42/20 and 126/21) defines the manner and conditions under which legal entities and natural persons can provide overnight accommodation in an accommodation establishment.

Sources and methods of data collection

The data source for the statistical survey on tourism activity (the number of tourist arrivals and nights) and accommodation establishments is the eVisitor system. The Croatian Bureau of Statistics takes over the data from the administrative source eVisitor system from the Croatian National Tourist Board on a monthly basis and further processes them statistically. Monthly data are downloaded on the seventh day of the month for the previous month.

All legal entities and natural persons that provide overnight accommodation services in an accommodation establishment, as well as natural persons who provide hospitality services in households and on private family farms, according to the Ordinance on the eVisitor system (NN, No. 43/20), check in and check out tourists via the eVisitor system, as the central electronic system for checking in and checking out tourists in the Republic of Croatia.

Coverage and comparability

This statistical survey covers accommodation establishments that are categorised in the groups Hotels, Camping sites and Other accommodation establishments pursuant to the Hospitality and Catering Industry Act (NN, Nos 85/15, 121/16, 99/18, 25/19, 98/19, 32/20, 42/20 and 126/21). The Minister of Tourism prescribes the types of accommodation establishments within these groups in an ordinance.

According to the Ordinance on the Classification, Categorisation and Special Standards of Accommodation Establishments in the group Hotels (NN, Nos 56/16 and 120/19), the types of accommodation establishments are the following: hotels, heritage hotels, all-suite hotels, integral hotels, diffuse hotels, special-standard hotels, spa-type accommodation, tourist resorts, tourist apartments, boarding houses and guest houses.

According to the Ordinance on the Classification and Categorisation of Accommodation Establishments in the group Camping sites (NN, Nos 75/08, 54/16, 68/19 and 120/19), the types of accommodation establishments are the following: camping sites, glamping, small camps and quickstop camping.

According to the Ordinance on the Classification and Categorisation of Accommodation Establishments in the group Other accommodation establishments (NN, Nos 54/16 and 69/17), the types of accommodation establishments are the following: rooms, apartments, studio-type suites, holiday houses, overnight accommodations, vacation establishments for children, hostels, mountain lodges, hunting lodges, pupils' homes or students' homes or akademis and Robinson-type accommodation establishments.

According to the Ordinance on the Classification and Categorisation of Establishments Providing Hospitality and Catering Services in Households (NN, Nos 9/16, 54/16, 61/16, 69/17 and 120/19), accommodation establishments in households are the following: rooms, suites, studio-type suites, holiday houses, camping sites, quickstop camping and Robinson-type accommodation (quickstop camping – Robinson-type accommodation).

According to the Ordinance on the Classification and Categorisation of Establishments Providing Hospitality and Catering Services on Private Family Farms (NN, Nos 54/16, 69/17 and 120/19), these are the following: rooms, suites, rural holiday houses, camping sites, quickstop camping and Robinson-type accommodation (quickstop camping – Robinson-type accommodation).

Pursuant to Article 29 of the Hospitality and Catering Industry Act (NN, Nos 85/15, 121/16, 99/18, 25/19, 98/19, 32/20, 42/20 and 126/21), this statistical survey also covers organised off-site camping sites. During sports, scout, cultural/artistic and similar events as well as during organised trips in canoes and similar vessels on sea, rivers and lakes, or by bikes etc., organised off-site camping is allowed on spaces provided for it.

This statistical survey also covers the following establishments providing accommodation services: spas, inns offering accommodation services and uncategorised establishments.

Pursuant to the Regulation (EU) No. 692/2011 of the European Parliament and of the Council of 6 July 2011 concerning European statistics on tourism, data on tourist arrivals and nights in the Republic of Croatia according to the NKD 2007, division 55, groups 55.1 Hotels and similar accommodation, 55.2 Holiday and other short-stay accommodation and 55.3 Camping sites and camping grounds are submitted to the Eurostat on a monthly basis. Data submitted for the group 55.1 Hotels and similar accommodation also include information on occupancy rates of permanent beds and rooms (net). The mentioned data are published on the Eurostat's website <http://ec.europa.eu/eurostat> and are comparable to EU Member States data.

Pursuant to the Decision of the Government of the Republic of Croatia on the Introduction of Temporary Protection in the Republic of Croatia for Displaced Persons from Ukraine of 7 March 2022, the citizens of Ukraine are granted temporary protection in accordance with the Act on International and Temporary Protection (NN, Nos 70/15 and 127/17). Persons from Ukraine who have not requested temporary protection in the Republic of Croatia use the service of accommodation in a short-stay accommodation establishment and pay for the accommodation service. Therefore, they are registered in the eVisitor system and are considered tourists.

The data do not include non-commercial tourist traffic (the stay of owners and their relatives and friends in apartments and holiday houses as well as of tourists in other establishments where accommodation service is not charged, e.g., when they are accommodated by citizens of a tourist town/municipality). Non-commercial tourist traffic is covered by a separate statistical survey.

Confidentiality

Aggregate data for which there are reasons for keeping their confidentiality in line with the Official Statistics Act (NN, No. 25/20) and with the Regulation (EC) No. 223/2009 are treated as confidential and are not published.

Definitions

Tourism means the activity of visitors taking a trip to or staying in a main destination outside their usual environment for less than a year, for the purposes of leisure, business or other personal purposes other than to be employed by a resident entity in the place visited.

eVisitor is the central electronic system for checking in and checking out tourists that serves to link all tourist boards in the Republic of Croatia. It is available via internet with no need for any additional software installations.

The tourist registry in the eVisitor system is kept separately for each individual legal entity and natural person offering accommodation services as part of the hospitality and catering activity (boarding houses, hotels, hostels, etc.), or on a sea vessel as part of the nautical tourism (charter, cruising), as well as accommodation services in households and rural households.

Checking in and checking out the tourists who are entered into the eVisitor system is authorised on the basis of a secure access to the eVisitor authentication protocol which ensures the conditions for a safe and correct electronic check-in and check-out.

Establishing and running the eVisitor system is the responsibility of the Croatian National Tourist Board (CNTB).

CNTB is a national tourist organisation founded in order to create and promote the identity and reputation of the Croatian tourism, to plan and implement a common strategy and concept of its promotion, to propose and perform the promotional activities of mutual interest for all entities in tourism in the country and abroad, as well as to raise the overall quality of the entire tourist offer in the Republic of Croatia. The head office of the CNTB is situated in Zagreb. The duties of the President of the Croatian National Tourist Board are undertaken by the Minister of Tourism.

Tourist is any person who, outside his/her place of usual residence, spends at least one night in a hotel or some other tourist accommodation establishment for reasons of rest, recreation, health, study, sport, religion, family, business, public missions or meetings. Excluded are persons residing at a place for longer than 12 consecutive months, persons whose main reason for visiting is an activity that is financed from the place of visit, persons who travel to their work place or an education institution on a daily or weekly basis, persons coming into or going out of the country as migrants, frontier workers, diplomats, consular representatives and military force members on their regular duties, displaced persons, nomads and persons in transit.

Domestic tourist is any person permanently residing in the Republic of Croatia who spends at least one night in a hotel or some other tourist accommodation establishment outside his/her place of permanent residence.

Foreign tourist is any person permanently residing outside the Republic of Croatia who temporarily resides in the Republic of Croatia and who spends at least one night in a hotel or some other tourist accommodation establishment.

Tourist arrival is the number of persons (tourists) who were registered and stayed overnight in an accommodation establishment. Consequently, in case tourists change the accommodation establishment they stay in, they are re-registered, which results in data ambiguity. Statistics thus registers the number of tourist arrivals and not the number of tourists.

Tourist nights refer to every registered overnight stay of a person (tourist) in an accommodation establishment.

Residence is the place where a person settles with the intention of a permanent stay.

Age group of tourists is presented according to the years of age at the time of stay in a tourist accommodation establishment.

Accommodation capacities are presented as the number of rooms, apartments and camping sites, and the number of permanent beds. The application of the Regulation (EU) No. 692/2011 of the European Parliament and of the Council concerning European statistics on tourism means that the capacity of an accommodation establishment presented is taken over from the month when it reached its maximum.

Permanent beds are those that are regularly available to guests.

Occupancy rate of permanent beds (net) in the reference period is obtained by dividing the total number of nights by the number of beds on offer and the number of days when the beds are actually available for use during the reference period. The data is expressed as a percentage.

Occupancy rate of bedrooms (net) in the reference period is obtained by dividing the total number of bedrooms used during the reference period by the number of bedrooms available for use during the reference period. The data is expressed as a percentage.

Division 55 of the NKD 2007 includes the provision of short-stay accommodation services to tourists. Particular units may only provide accommodation services, while others may combine the services of accommodation, catering and/or recreation equipment. Tourist accommodation establishments listed in this division are broken down into four groups.

Group 55.1 Hotels and similar accommodation includes the following types of accommodation establishments: hotels, heritage hotels, all-suite hotels, integral hotels, diffuse hotels, spa-type accommodation, special standard hotels, tourist resorts, tourist apartments, boarding houses and guest houses.

Group 55.2 Holiday and other short-stay accommodation includes rooms, apartments, studio-type suites, summer houses, rural summer houses, hostels, spas, overnight accommodation, vacation establishments for children, inns offering accommodation services, mountain lodges, hunting lodges, pupils' homes or students' homes and Robinson-type accommodation establishment.

Group 55.3 Camping sites and camping grounds include camping sites, glamping, small camps, quickstop camping, quickstop camping in households – Robinson-type accommodation, quickstop camping on private family farms – Robinson-type accommodation, and organised off-site camping sites.

Group 55.9 Other accommodation includes uncategorised establishments.

Territorial constitution

Data by counties, cities and municipalities are given by the territorial constitution according to the Act on County, City and Municipality Areas in the Republic of Croatia (NN, Nos 86/06, 125/06, 16/07, 95/08, 46/10, 145/10, 37/13, 44/13, 45/13 and 110/15).

Abbreviations

EU	European Union
Eurostat	Statistical Office of the European Union
NKD 2007	National Classification of Activities, 2007 version
NN	Narodne novine, official gazette of the Republic of Croatia

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