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# TOURIST ARRIVALS AND NIGHTS IN COMMERCIAL ACCOMMODATION, JANUARY 2024

## In January 2024, more tourist arrivals, but less tourist nights than in January 2023

In January 2024, there were 231 thousand tourist arrivals and 594 thousand tourist nights in commercial accommodation establishments, which was an increase of 1.0% in tourist arrivals and a decrease of 1.2% in tourist nights compared to January 2023. Of the total of 594 tourist nights, 42.3% of nights were realised by domestic tourists, while 57.7% were realised by foreign tourists.

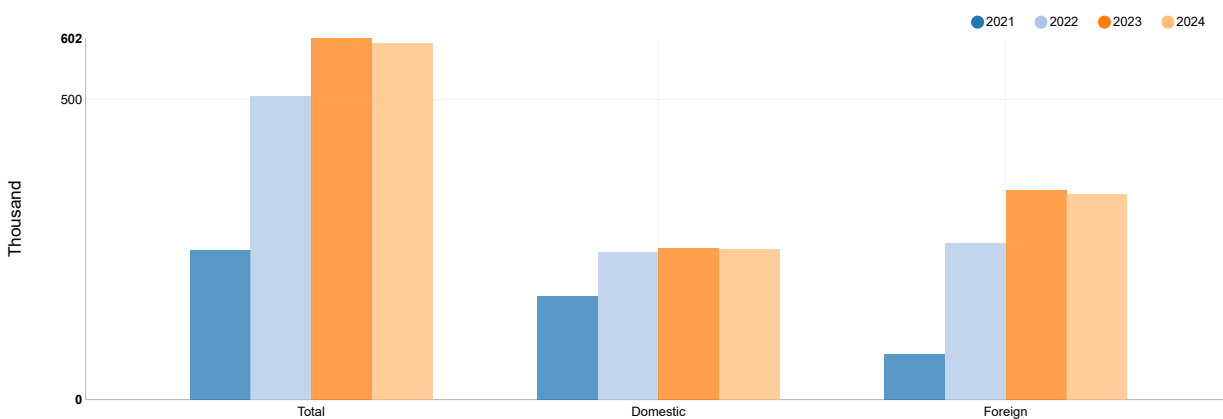
Domestic tourists realised 113 thousand arrivals and 251 thousand nights in January 2024, which was 0.8% less arrivals and 0.7% less tourist nights than in January 2023.

Foreign tourists realised 118 thousand arrivals and 343 thousand nights in January 2024, which was 2.9% more arrivals, but 1.6% less nights compared to January 2023.

### 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 at the monthly basis.

## G-1 TOURIST NIGHTS IN JANUARY, 2021 – 2024



## The most foreign tourist nights realised by tourists from the neighbouring Slovenia

Tourists from Slovenia realised the most foreign tourist nights in January 2024, as much as 47 thousand, which accounted for 13.6% of the total foreign nights. In January 2024, tourists from Slovenia realised 8.1% less nights than in January 2023. They spent the most nights in the County of Istria (50.8%) and in the County of Primorje-Gorski kotar (16.3%).

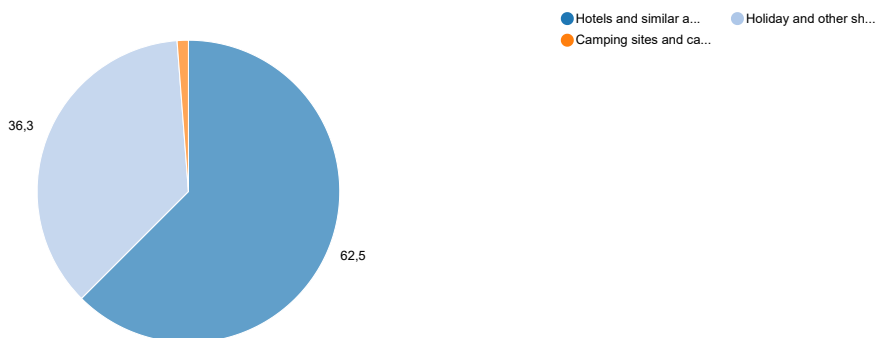
These were followed by the nights realised by tourists from Germany (10.4%), Austria (10.3%), Italy (8.9%), and Bosnia and Herzegovina (7.4%). Tourists from all these countries realised less tourist nights in January 2024 than in January 2023, except tourists from Bosnia and Herzegovina, who realised 3.8% more nights.

## Tourists spent the most nights in the City of Zagreb

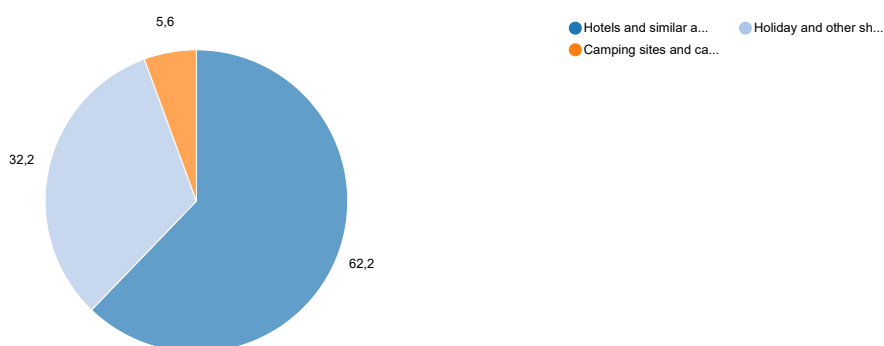
The highest number of tourist nights in the first month of this year was realised in the City of Zagreb, 133 thousand nights, which was 22.4% of the total number of tourist nights realised in Croatia. Compared to January 2023, there were 4.5% more tourist nights in the City of Zagreb. Of the total number of nights realised in the City of Zagreb, domestic tourists realised 39 thousand nights, and foreign tourists 95 thousand nights. The most foreign tourist nights in the City of Zagreb were realised by tourists from Italy (10.2%), Germany (8.3%), Bosnia and Herzegovina (6.7%), Serbia (6.1%) and the USA (5.9%).

The City of Zagreb was followed by the County of Istria (123 thousand nights) and the County of Primorje-Gorski kotar (92 thousand nights).

## G-2 STRUCTURE OF DOMESTIC TOURIST NIGHTS ACCORDING TO DIVISION 55 OF NKD 2007, JANUARY 2024



## G-3 STRUCTURE OF FOREIGN TOURIST NIGHTS ACCORDING TO DIVISION 55 OF NKD 2007, JANUARY 2024

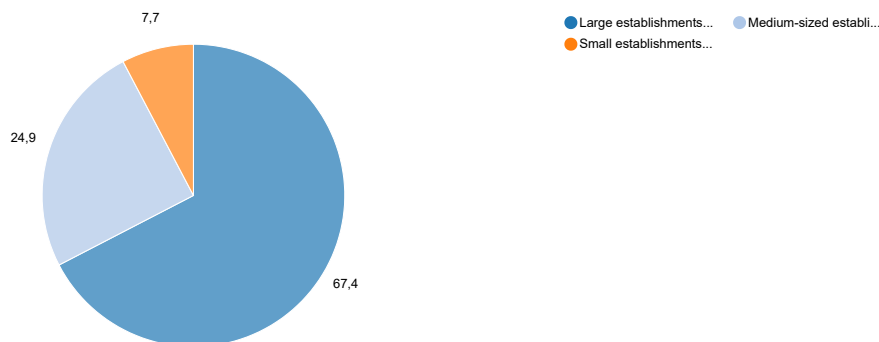


### The largest number of nights spent in the group Hotels and similar accommodation

The group Hotels and similar accommodation recorded the largest number of tourist nights in January 2024, as much as 370 thousand nights, which was 62.3% of the total realised nights. Compared to January 2023, there were 3.8% more tourist nights in the group Hotels and similar accommodation. By the size of accommodation establishments, with regard to the number of rooms, the most tourist nights in the group Hotels and similar accommodation were realised in large accommodation establishments (establishments from the groups Hotels and similar accommodation with 100 or more rooms), namely 249 thousand nights, which was 67.4 % of the total number of tourist nights realised in the group Hotels and similar accommodation.

These were followed by tourist nights realised in the group Holiday and other short-stay accommodation, 202 thousand nights, which accounted for 34.0% of the total realised tourist nights. A decrease in the number of tourist nights of 7.6% was recorded in this group of accommodation, as compared to January 2023.

#### G-4 STRUCTURE OF TOURIST NIGHTS IN THE GROUP HOTELS AND SIMILAR ACCOMMODATION, BY THE SIZE OF ESTABLISHMENTS, JANUARY 2024



#### In January 2024, tourists had 168 thousand permanent beds at their disposal

In January 2024, there were 73 thousand rooms, apartments and camping sites available to tourists, with a total of 168 thousand permanent beds.

In the group Hotels and similar accommodation, tourists had 35 thousand rooms, apartments and camping sites at their disposal (which was 48.7% of the total number of available rooms, apartments and camping sites), with 69 thousand permanent beds (which was 40.9% of the total number of available permanent beds). The average occupancy rate of rooms in the group Hotels and similar accommodation in January 2024 was 24.1% and of permanent beds it was 20.8%.

#### Tourists aged 35 to 44 realised the most nights

In January 2024, tourists aged 35 to 44 realised the most nights, as much as 117 thousand, (which accounted for 19.7% of the total realised nights). They were followed by tourists aged 25 to 34, who realised 109 thousand nights (which accounted for 18.3% of the total realised nights).

### 1 TOURIST ARRIVALS AND NIGHTS

	Arrivals			Nights				
	I 2023	I 2024	Indices I 2024 I 2023	I 2023	I 2024	Indices I 2024 I 2023	Structure of nights, %	Average number of nights per arrival
Total	228 812	231 187	101,0	601 677	594 373	98,8	100,0	2,6
Domestic tourists	114 227	113 329	99,2	252 929	251 190	99,3	42,3	2,2
Foreign tourists	114 585	117 858	102,9	348 748	343 183	98,4	57,7	2,9

## 2 TOURIST ARRIVALS AND NIGHTS, BY COUNTIES, JANUARY 2024

		Total	Domestic	Foreign	Indices I 2024 I 2023		
					Total	Domestic	Foreign
Republic of Croatia	Arrivals	231 187	113 329	117 858	101,0	99,2	102,9
	Nights	594 373	251 190	343 183	98,8	99,3	98,4
County of Zagreb	Arrivals	6 724	3 223	3 501	113,1	110,3	115,8
	Nights	12 680	6 291	6 389	107,1	107,0	107,2
County of Krapina-Zagorje	Arrivals	11 409	8 669	2 740	91,5	95,0	82,0
	Nights	27 660	20 822	6 838	93,1	95,0	87,5
County of Sisak-Moslavina	Arrivals	1 475	930	545	105,6	109,2	100,0
	Nights	3 901	2 720	1 181	103,2	103,8	101,9
County of Karlovac	Arrivals	4 890	2 885	2 005	84,3	76,1	99,8
	Nights	9 770	5 984	3 786	84,7	72,7	114,8
County of Varaždin	Arrivals	4 787	3 455	1 332	105,3	107,9	99,2
	Nights	12 491	9 493	2 998	110,6	117,1	94,1
County of Koprivnica-Križevci	Arrivals	1 072	661	411	139,4	158,9	116,4
	Nights	3 021	1 873	1 148	137,7	157,0	114,7
County of Bjelovar-Bilogora	Arrivals	1 922	1 404	518	96,9	96,3	98,5
	Nights	6 140	4 523	1 617	96,3	95,0	99,9
County of Primorje-Gorski kotar	Arrivals	29 699	15 950	13 749	97,1	94,2	100,6
	Nights	92 435	37 309	55 126	94,3	95,4	93,6
County of Lika-Senj	Arrivals	5 682	2 729	2 953	93,4	76,8	116,8
	Nights	10 023	5 868	4 155	90,9	81,4	108,9
County of Virovitica-Podravina	Arrivals	784	547	237	108,4	115,6	94,8
	Nights	1 967	1 452	515	139,1	172,4	90,0
County of Požega-Slavonia	Arrivals	1 082	878	204	98,4	92,7	133,3
	Nights	3 594	3 118	476	99,8	95,8	137,2
County of Slavonski Brod-Posavina	Arrivals	2 120	703	1 417	106,1	95,5	112,3
	Nights	3 257	1 190	2 067	106,0	99,2	110,3
County of Zadar	Arrivals	9 680	5 187	4 493	105,9	98,2	116,5
	Nights	24 781	11 292	13 489	103,5	106,5	101,2
County of Osijek-Baranja	Arrivals	5 742	4 090	1 652	89,0	91,8	82,9
	Nights	11 072	7 279	3 793	82,4	91,1	69,7
County of Šibenik-Knin	Arrivals	3 280	2 160	1 120	70,4	65,7	81,8
	Nights	10 307	6 062	4 245	81,5	74,9	93,2
County of Vukovar-Srijem	Arrivals	6 405	5 840	565	110,1	111,6	96,9
	Nights	8 645	7 378	1 267	113,1	115,1	102,8
County of Split-Dalmatia	Arrivals	18 846	9 207	9 639	108,7	119,8	99,9
	Nights	51 063	18 335	32 728	96,3	115,6	88,1
County of Istria	Arrivals	35 946	15 753	20 193	99,8	99,9	99,8
	Nights	122 501	42 149	80 352	99,8	99,4	100,1
County of Dubrovnik-Neretva	Arrivals	11 560	4 181	7 379	96,0	86,5	102,3
	Nights	32 468	10 018	22 450	99,7	95,0	101,9
County of Međimurje	Arrivals	5 783	4 222	1 561	93,7	99,4	81,1
	Nights	13 233	9 375	3 858	93,4	98,4	83,2
City of Zagreb	Arrivals	62 299	20 655	41 644	107,8	108,6	107,4
	Nights	133 364	38 659	94 705	104,5	104,0	104,7

### 3 TOURIST ARRIVALS AND NIGHTS, BY THE SIZE OF ESTABLISHMENTS FROM THE GROUP 55.1 HOTELS AND SIMILAR ACCOMMODATION, JANUARY 2024

	Number of rooms and apartments	Number of permanent beds	Arrivals			Nights		
			Total	Domestic	Foreign	Total	Domestic	Foreign
Republic of Croatia	35 345	68 917	162 654	76 730	85 924	370 303	157 006	213 297
Small establishments (less than 25 rooms)	3 028	6 166	16 091	7 858	8 233	28 575	13 316	15 259
Medium-sized establishments (between 25 and 99 rooms)	7 859	15 062	48 296	22 389	25 907	92 306	40 502	51 804
Large establishments (100 or more rooms)	24 458	47 689	98 267	46 483	51 784	249 422	103 188	146 234
Large establishments (between 100 and 249 rooms)	13 678	27 013	56 659	26 823	29 836	130 384	54 196	76 188
Large establishments (250 and more rooms)	10 780	20 676	41 608	19 660	21 948	119 038	48 992	70 046

## 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, 127/17 and 33/23). 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.

According to Regulation (EU) No. 692/2011 of the European Parliament and of the Council of 6 July 2011 concerning European statistics on tourism and repealing Council Directive 95/57/EC, the criterion for determining the size of a tourist accommodation establishment from the group Hotels and similar accommodation is the number of rooms and apartments (accommodation units). Tourist accommodation establishments from the group 55.1 Hotels and similar accommodation are classified according to the number of rooms and apartments into:

– small establishments: less than 25 rooms

– medium-sized establishments: between 25 and 99 rooms

– large establishments: 100 or more rooms, sub-divided into two groups: between 100 and 249 rooms, and 250 or more rooms.

**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
USA	United States of America

### **Published by the Croatian Bureau of Statistics, Zagreb, Ilica 3, P. O. B. 80**

Phone: (+385 1) 48 06 111

Press corner: [press@dzs.hr](mailto:press@dzs.hr)

Persons responsible:

Edita Omerzo, Director of Spatial Statistics Directorate

Lidija Brković, Director General

Prepared by:

Ivana Brozović and Kristina Baluban

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Information and user requests

Phone: (+385 1) 48 06 138, 48 06 154, 48 06 115

E-mail: [stat.info@dzs.hr](mailto:stat.info@dzs.hr)

Subscription

Phone: (+385 1) 21 00 455

E-mail: [prodaja@dzs.hr](mailto:prodaja@dzs.hr)