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TOURIST ARRIVALS AND NIGHTS IN COMMERCIAL ACCOMMODATION, MARCH 2023

In March 2023, tourists realised 424 thousand arrivals and 982 thousand nights

In March 2023, there were 424 thousand tourist arrivals and 982 thousand tourist nights in commercial accommodation establishments, which was an increase of 34.7% in tourist arrivals and of 21.0% in tourist nights compared to March 2022. Concerning the structure of total realised nights, 30.6% of nights were realised by domestic tourists, while 69.4% were realised by foreign tourists.

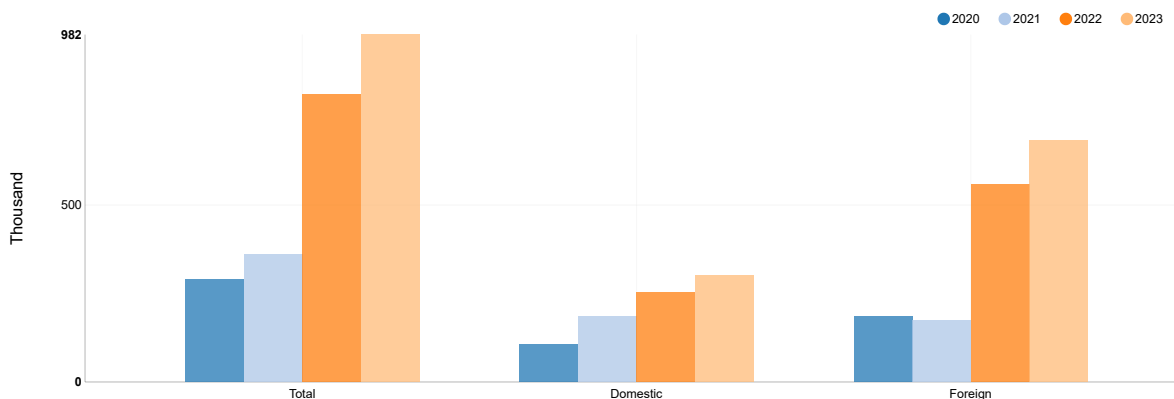
Domestic tourists realised 151 thousand arrivals and 300 thousand nights, which was an increase of 22.3% in arrivals and of 18.4% in nights compared to March 2022. They spent the most nights in the City of Zagreb (42 thousand nights), Split (19 thousand nights), Rovinj – Rovigno (17 thousand nights) and Zadar (16 thousand nights).

Foreign tourists realised 273 thousand arrivals and 682 thousand nights, which was 42.8% more arrivals and 22.1% more nights than in March 2022. They spent the most nights in the City of Zagreb (118 thousand nights), Dubrovnik (71 thousand nights), Split (45 thousand nights) and Umag – Umago (40 thousand nights).

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 MARCH, 2020 – 2023



For the fifth month in a row, the most foreign tourist nights realised by tourists from Slovenia

In March 2023, tourists from Slovenia realised the most foreign tourist nights, as much as 103 thousand, which accounted for 15.1% of the total foreign tourist nights. Compared to March 2022, tourists from Slovenia realised 9.4% more nights.

These were followed by the nights realised by tourists from Germany (13.6%), Austria (10.7%), Italy (5.6%), and the USA (5.1%). Tourists from all these countries realised an increase in tourist nights in March 2023 compared to March 2022.

Tourists spent the most nights in the County of Istria

The County of Istria had the largest number of tourist nights in March 2023, as much as 231 thousand nights, which accounted for 23.5% of the total realised tourist nights in Croatia. Compared to March 2022, there were 0.8% more tourist nights in the County of Istria. The County of Primorje-Gorski kotar followed with 161 thousand nights and the City of Zagreb with 160 thousand nights.

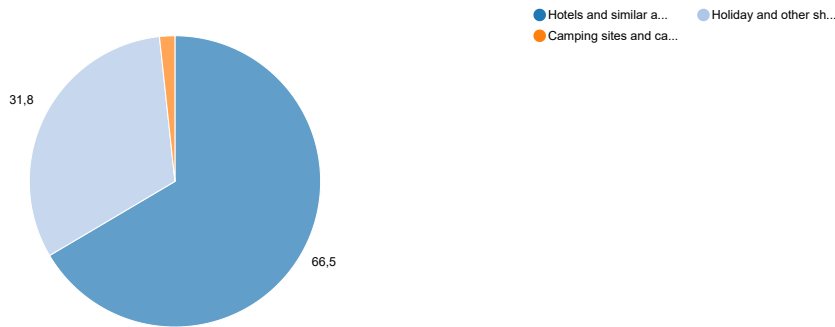
Tourists from Slovenia realised the highest number of tourist nights in the County of Istria (26.1%), as well as tourists from Croatia (21.6%). These were followed by the nights realised by tourists from Germany (14.5%) and Austria (13.7%).

More than half of tourist nights realised in hotels

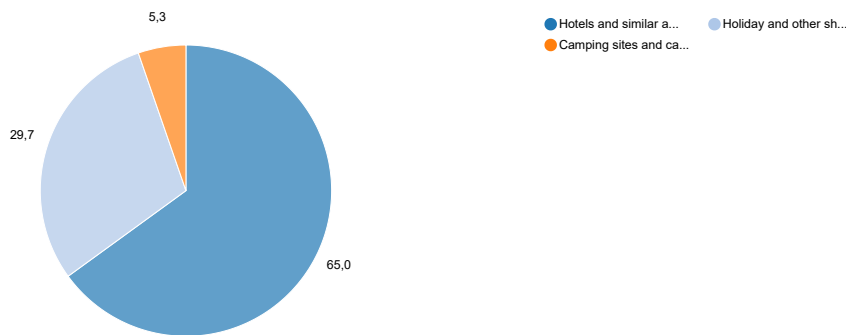
In March 2023, the most tourist nights were realised in hotels, as much as 624 thousand, which was 63.5% of the total number of realised nights. Compared to March 2022, there were 35.0% more tourist nights realised in hotels.

These were followed by the nights realised in rooms, apartments and summer houses, with 251 thousand nights, which was 25.5% of the total realised tourist nights. This type of accommodation realised an increase in tourist nights of 4.8% compared to March 2022.

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



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



The greatest number of accommodation units available in group Hotels and similar accommodation

In March 2023, there were 85 thousand rooms, apartments and camping sites available to tourists, with a total of 200 thousand permanent beds.

In group Hotels and similar accommodation, tourists had 41 thousand rooms, apartments and camping sites at their disposal (which was 47.6% of the total number of available rooms, apartments and camping sites), with a total of 79 thousand permanent beds (which was 39.4% of the total number of available permanent beds). The average occupancy rate of rooms in group Hotels and similar accommodation in March 2023 was 35.6% and of permanent beds it was 30.0%.

Tourists aged 35 to 44 realised the most nights in March 2023

In March, as in February 2023, tourists aged 35 to 44 realised the most nights, as much as 172 thousand (which accounted for 17.5% of the total realised nights). They were followed by tourists aged 45 to 54, who realised 162 thousand nights (which accounted for 16.5% of the total realised nights).

Tourists realised 29.8% more arrivals and 18.4% more nights in the first quarter of 2023

In the first quarter of 2023, tourists realised 926 thousand arrivals and 2.2 million nights in commercial accommodation establishments, which was 29.8% more arrivals and 18.4% more tourist nights compared to the same period of 2022.

Domestic tourists realised 395 thousand arrivals and 815 thousand nights in the first quarter of 2023, which was an increase of 18.6% in tourist arrivals and of 11.0% in tourist nights.

In the same period, foreign tourists realised 531 thousand arrivals and 1.4 million nights, which was 39.6% more arrivals and 23.2% more nights than in the first quarter of 2022. The most foreign tourist nights were realised by tourists from Slovenia (228 thousand nights, which was 16.1% of the total realised foreign tourist nights). These were followed by the nights realised by tourists from Germany (11.7%), Austria (11.0%), Italy (6.8%), and Bosnia and Herzegovina (5.5%). All these countries realised an increase in tourist nights in the first quarter of 2023 compared to the same period of 2022.

1 TOURIST ARRIVALS AND NIGHTS

	Arrivals				Nights			
	III 2023	I – III 2023	indices $\frac{\text{III 2023}}{\text{III 2022}}$	indices $\frac{\text{I – III 2023}}{\text{I – III 2022}}$	III 2023	I – III 2023	indices $\frac{\text{III 2023}}{\text{III 2022}}$	indices $\frac{\text{I – III 2023}}{\text{I – III 2022}}$
Total	424 383	925 694	134,7	129,8	982 479	2 235 486	121,0	118,4
Domestic tourists	151 332	394 794	122,3	118,6	300 451	815 145	118,4	111,0
Foreign tourists	273 051	530 900	142,8	139,6	682 028	1 420 341	122,1	123,2

2 TOURIST ARRIVALS AND NIGHTS, BY COUNTIES, MARCH 2023

		Total	Domestic	Foreign	Indices III 2023 III 2022		
					Total	Domestic	Foreign
Republic of Croatia	Arrivals	424 383	151 332	273 051	134,7	122,3	142,8
	Nights	982 479	300 451	682 028	121,0	118,4	122,1
County of Zagreb	Arrivals	6 531	3 035	3 496	115,1	110,0	119,9
	Nights	13 549	6 018	7 531	121,7	123,0	120,7
County of Krapina-Zagorje	Arrivals	10 910	7 204	3 706	110,9	106,9	119,4
	Nights	23 518	14 776	8 742	106,0	103,4	110,8
County of Sisak-Moslavina	Arrivals	1 206	724	482	111,7	116,4	105,2
	Nights	3 430	2 445	985	108,8	118,7	90,1
County of Karlovac	Arrivals	6 605	2 359	4 246	161,0	98,7	248,0
	Nights	10 382	3 923	6 459	133,2	86,4	198,4
County of Varaždin	Arrivals	5 216	3 594	1 622	146,4	157,8	126,1
	Nights	12 063	8 363	3 700	140,8	146,1	130,1
County of Koprivnica-Križevci	Arrivals	1 128	755	373	119,4	138,0	93,7
	Nights	2 774	1 465	1 309	120,6	130,6	111,0
County of Bjelovar-Bilogora	Arrivals	2 092	1 577	515	157,6	147,8	198,1
	Nights	6 623	5 070	1 553	144,3	133,8	193,6
County of Primorje-Gorski kotar	Arrivals	59 826	22 566	37 260	119,7	106,5	129,4
	Nights	161 422	49 846	111 576	114,8	105,7	119,4
County of Lika-Senj	Arrivals	8 450	3 279	5 171	169,4	129,6	210,5
	Nights	12 680	5 227	7 453	135,3	118,5	150,2
County of Virovitica-Podravina	Arrivals	950	687	263	96,1	84,1	152,9
	Nights	1 923	1 465	458	86,3	85,7	88,6
County of Požega-Slavonia	Arrivals	1 732	1 446	286	119,1	124,3	98,3
	Nights	4 577	3 892	685	116,7	116,0	120,8
County of Slavonski Brod-Posavina	Arrivals	2 475	1 046	1 429	139,8	142,1	138,2
	Nights	4 137	1 822	2 315	143,7	157,5	134,4
County of Zadar	Arrivals	22 419	10 952	11 467	158,7	167,2	151,4
	Nights	47 758	18 709	29 049	128,0	160,6	113,2
County of Osijek-Baranja	Arrivals	8 190	5 494	2 696	128,5	119,3	152,5
	Nights	15 187	9 222	5 965	118,7	111,1	132,8
County of Šibenik-Knin	Arrivals	11 856	7 067	4 789	189,0	214,9	160,5
	Nights	26 722	13 135	13 587	160,7	221,7	126,9
County of Vukovar-Sirmium	Arrivals	8 228	4 600	3 628	316,9	235,1	567,8
	Nights	13 088	6 721	6 367	306,9	214,9	560,5
County of Split-Dalmatia	Arrivals	51 602	17 094	34 508	155,5	135,5	167,7
	Nights	122 772	32 080	90 692	132,1	125,5	134,6
County of Istria	Arrivals	82 973	22 424	60 549	107,7	95,8	112,9
	Nights	231 087	50 028	181 059	100,8	98,9	101,3
County of Dubrovnik-Neretva	Arrivals	50 576	8 849	41 727	188,5	124,7	211,5
	Nights	96 264	16 978	79 286	165,4	118,9	180,5
County of Međimurje	Arrivals	6 112	3 947	2 165	141,7	148,1	131,5
	Nights	12 181	7 218	4 963	123,2	135,5	108,8
City of Zagreb	Arrivals	75 306	22 633	52 673	128,7	120,6	132,6
	Nights	160 342	42 048	118 294	121,3	120,7	121,6

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 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 Hotel and Restaurant Activity 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 Hotel and Restaurant Activity 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 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 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 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, summer 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 Classification and Categorisation of Establishments Providing Hospitality 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, summer houses, camping sites, quickstop camping and Robinson-type accommodation (quickstop camping – Robinson-type accommodation).

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

Pursuant to Article 29 of the Hotel and Restaurant Activity 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 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 on 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 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 villas and summer 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 No. 223/2009 of the European Parliament and of the Council on European statistics 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 every legal entity and natural person offering accommodation services as part of the hotel and restaurant 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 every person who, outside his/her place of usual residence, spends at least one night in a hotel or some other accommodation establishment for reasons of rest, recreation, health, study, sport, religion, family, business, public tasks or meeting. Excluded are persons staying at their place of usual residence for longer than 12 months in succession, persons whose main reason for visiting is an activity that is financed from the place of visit, persons that 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, border-line workers, diplomats, consular representatives and military force members on their regular duties, displaced persons, nomads and persons in transit.

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

Foreign tourist is a 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 accommodation establishment.

Tourist arrival is the number of persons (tourists) who arrived and registered their stay 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 register 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 came with the intention of permanently staying there.

Age group of tourists is presented according to the years of age at the time of a 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 No. 692/2011 of the European Parliament and of the Council on European tourism statistics 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 short-stay accommodation service activities 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

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