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TOURIST ARRIVALS AND NIGHTS IN COMMERCIAL ACCOMMODATION, DECEMBER 2023

Significant increase in tourist arrivals and nights in December 2023 compared to December 2022

In December 2023, there were 389 thousand tourist arrivals and 839 thousand tourist nights in commercial accommodation establishments, which was an increase of 18.2% in tourist arrivals and of 13.4% in tourist nights compared to December 2022.

Domestic tourists realised 161 thousand arrivals and 303 thousand nights, which was 19.2% more arrivals and 21.2% more nights than in December 2022.

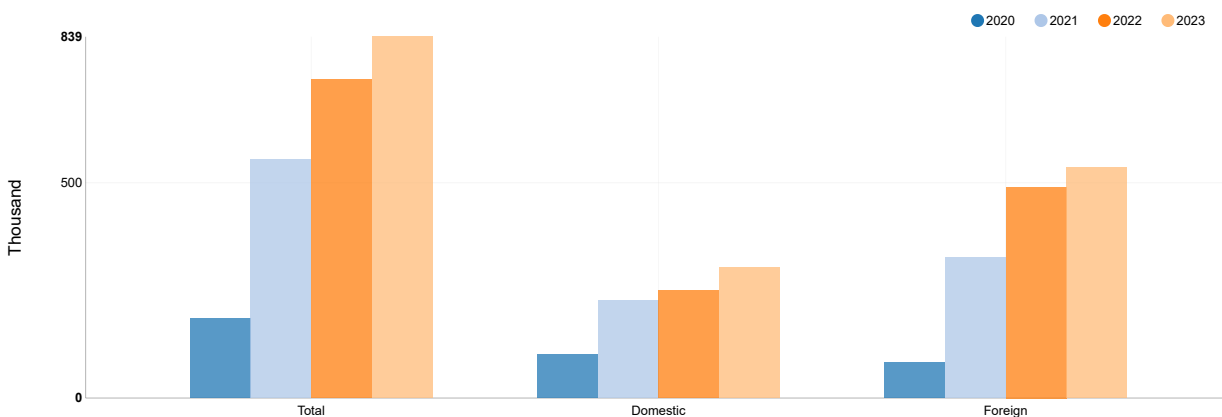
Foreign tourists realised 228 thousand arrivals and 536 thousand nights, which was 17.5% more arrivals and 9.4% more nights than in December 2022.

The structure of total realised tourist nights shows that 36.1% of nights were realised by domestic tourists and 63.9% by foreign tourists.

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 DECEMBER, 2020 – 2023



Tourists from Slovenia and Austria realised a third of foreign tourist nights

The most foreign tourist nights in December 2023 were realised by tourists from Slovenia and Austria, namely 176 thousand nights, which was 32.8% of the total realised foreign tourist nights. Tourists from Slovenia realised 93 thousand nights, which was 17.3% of the total realised foreign tourist nights, while tourists from Austria realised 83 thousand tourist nights, which was 15.5% of the total realised foreign tourist nights. As compared to December 2022, tourists from Slovenia realised 21.4% more nights, while tourists from Austria realised 14.4% more nights.

Tourists from Slovenia spent the most nights in the County of Istria, 33 thousand nights (which was 35.6% of the total nights realised by tourists from Slovenia in December 2023), while tourists from Austria spent the most nights in the County of Primorje-Gorski kotar (which was 39.7% of the total nights realised by tourists from Austria in December 2023).

These were followed by the nights realised by tourists from Germany (11.3%), Italy (8.6%), Bosnia and Herzegovina (6.3%), the USA (4.2%) and Serbia (3.9%). All these countries recorded an increase in tourist nights in December 2023 compared to December 2022, as follows: Germany of 11.3%, Italy of 8.9%, Bosnia and Herzegovina of 22.3%, the USA of 11.8% and Serbia of 17.5%.

In the last month of 2023, tourists spent the most nights in the City of Zagreb

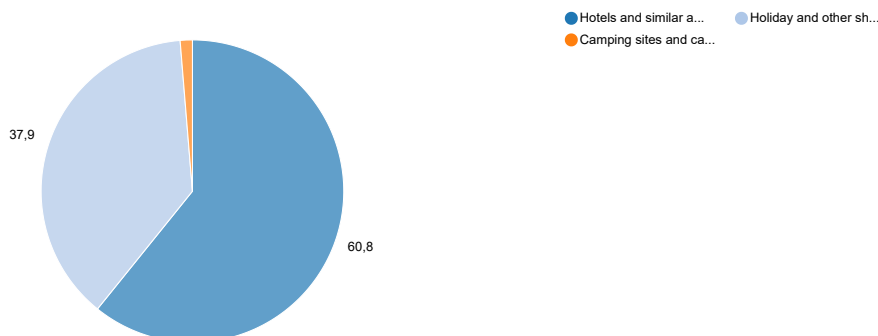
The highest number of tourist nights in December 2023 was realised in the City of Zagreb, 234 thousand nights, which was 27.9% of the total number of tourist nights realised in Croatia. Compared to December 2022, there were 11.5% more nights in the City of Zagreb. Domestic tourists realised an increase in tourist nights of 20.3%, while foreign tourists realised an increase of 7.8% compared to December 2022. The most foreign tourist nights in the City of Zagreb were realised by tourists from Bosnia and Herzegovina (9.6%), Germany (8.6%), Austria and Italy (8.1% each) and Slovenia (8.0%).

Tourists spent the most nights in the group Hotels and similar accommodation

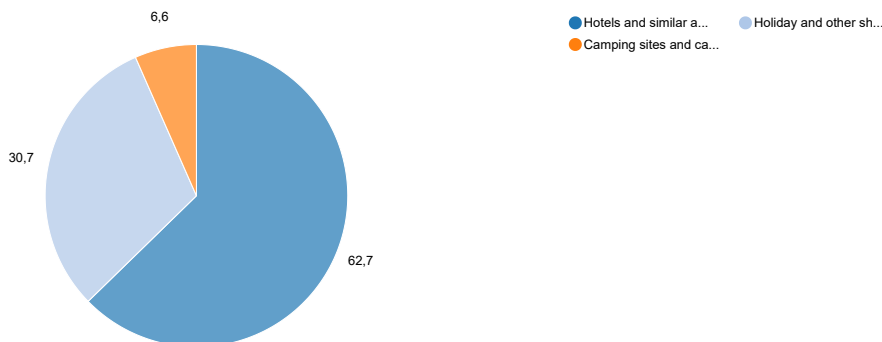
The most tourist nights in December 2023 were realised in the group Hotels and similar accommodation, as much as 520 thousand nights, which was 62.0% of the total realised nights. Compared to December 2022, there were 17.0% more tourist nights in this group.

These were followed by tourist nights realised in the group Holiday and other short-stay accommodation, 279 thousand nights, which accounted for 33.3% of the total realised tourist nights. This group of accommodation recorded 6.4% more tourist nights than in December 2022.

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



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



The majority of rooms and permanent beds available in the group Hotels and similar accommodation

In 2023, there were 75 thousand rooms, apartments and camping sites available to tourists, with a total of 173 thousand permanent beds.

Tourists had the largest number of rooms and apartments at their disposal in the group Hotels and similar accommodation, namely 37 thousand (which was 49.1% of the total number of available rooms and apartments), with 72 thousand permanent beds (which was 41.6% of the total number of available permanent beds). The average occupancy rate of rooms in December 2023 was 29.5% and of permanent beds it was 26.5%.

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

In December 2023, tourists aged 35 to 44 realised the most nights, as much as 155 thousand nights (which accounted for 18.5% of the total realised nights). They were followed by tourists aged 45 to 54, with 146 thousand nights (which accounted for 17.4% of the total realised nights).

1 TOURIST ARRIVALS AND NIGHTS

	Arrivals				Nights			
	XII 2023	I – XII 2023	Indices XII 2023 XII 2022	Indices I – XII 2023 I – XII 2022	XII 2023	I – XII 2023	Indices XII 2023 XII 2022	Indices I – XII 2023 I – XII 2022
Total	389 365	19 492 931	118,2	109,7	839 168	92 376 832	113,4	102,6
Domestic tourists	161 075	2 638 062	119,2	107,6	302 807	8 113 228	121,2	104,7
Foreign tourists	228 290	16 854 869	117,5	110,0	536 361	84 263 604	109,4	102,4

2 TOURIST ARRIVALS AND NIGHTS, BY COUNTIES, DECEMBER 2023

		Total	Domestic	Foreign	Indices XII 2023 XII 2022		
					Total	Domestic	Foreign
Republic of Croatia	Arrivals	389 365	161 075	228 290	118,2	119,2	117,5
	Nights	839 168	302 807	536 361	113,4	121,2	109,4
County of Zagreb	Arrivals	10 769	5 366	5 403	122,7	126,1	119,4
	Nights	18 929	9 670	9 259	123,4	132,9	114,9
County of Krapina-Zagorje	Arrivals	13 601	8 382	5 219	118,3	116,8	120,8
	Nights	30 441	18 547	11 894	119,4	122,0	115,6
County of Sisak-Moslavina	Arrivals	1 713	949	764	107,3	108,0	106,6
	Nights	3 909	2 417	1 492	125,1	139,5	107,2
County of Karlovac	Arrivals	7 677	4 143	3 534	129,7	126,7	133,5
	Nights	13 244	7 329	5 915	125,9	126,1	125,6
County of Varaždin	Arrivals	7 462	4 893	2 569	125,7	125,4	126,3
	Nights	15 571	10 930	4 641	134,3	144,2	115,7
County of Koprivnica-Križevci	Arrivals	1 478	1 077	401	121,5	121,0	123,0
	Nights	2 655	1 807	848	123,3	135,4	103,5
County of Bjelovar-Bilogora	Arrivals	2 439	1 828	611	114,8	113,6	118,4
	Nights	6 048	4 454	1 594	107,8	109,9	102,1
County of Primorje-Gorski kotar	Arrivals	56 514	21 142	35 372	115,4	116,0	115,0
	Nights	146 380	42 507	103 873	112,5	116,7	110,9
County of Lika-Senj	Arrivals	7 395	3 343	4 052	121,7	103,0	143,2
	Nights	12 581	6 518	6 063	119,8	110,5	131,7
County of Virovitica-Podravina	Arrivals	872	613	259	92,2	94,9	86,3
	Nights	2 084	1 465	619	116,1	123,6	101,5
County of Požega-Slavonia	Arrivals	1 384	1 119	265	96,5	95,0	103,5
	Nights	4 043	3 487	556	111,9	112,2	109,9
County of Slavonski Brod-Posavina	Arrivals	2 614	1 132	1 482	106,2	96,4	115,1
	Nights	4 174	1 992	2 182	109,9	109,8	110,0
County of Zadar	Arrivals	14 783	6 373	8 410	113,5	125,3	105,9
	Nights	31 996	11 306	20 690	107,1	136,5	95,8
County of Osijek-Baranja	Arrivals	8 475	6 100	2 375	107,5	107,3	107,9
	Nights	15 324	10 129	5 195	102,1	103,4	99,7
County of Šibenik-Knin	Arrivals	8 753	5 944	2 809	119,3	121,3	115,4
	Nights	17 518	10 341	7 177	116,6	124,3	107,0
County of Vukovar-Sirmium	Arrivals	6 012	5 270	742	93,3	90,3	122,2
	Nights	8 793	7 340	1 453	105,4	101,3	132,6
County of Split-Dalmatia	Arrivals	29 340	13 102	16 238	116,1	118,4	114,3
	Nights	69 304	22 953	46 351	102,1	114,9	96,7
County of Istria	Arrivals	52 847	15 032	37 815	127,5	137,3	124,0
	Nights	141 168	33 124	108 044	122,1	131,2	119,6
County of Dubrovnik-Neretva	Arrivals	22 388	6 494	15 894	123,5	116,0	126,8
	Nights	45 988	12 958	33 030	110,8	125,8	105,8
County of Međimurje	Arrivals	7 190	4 591	2 599	115,1	118,3	109,8
	Nights	14 946	9 172	5 774	112,8	124,9	97,7
City of Zagreb	Arrivals	125 659	44 182	81 477	117,7	123,7	114,8
	Nights	234 072	74 361	159 711	111,5	120,3	107,8

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
USA	United States of America

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