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TOURIST ARRIVALS AND NIGHTS IN COMMERCIAL ACCOMMODATION, NOVEMBER 2022

In November 2022, tourists realised 39.1% more nights compared to November of the previous year

In November 2022, there were 324 thousand tourist arrivals and 801 thousand tourist nights in commercial accommodation establishments, which was an increase of 47.0% in tourist arrivals and of 39.1% in tourist nights compared to November 2021. As compared to November 2019, it was a decrease of 17.1% in tourist arrivals and of 2.2% in tourist nights.

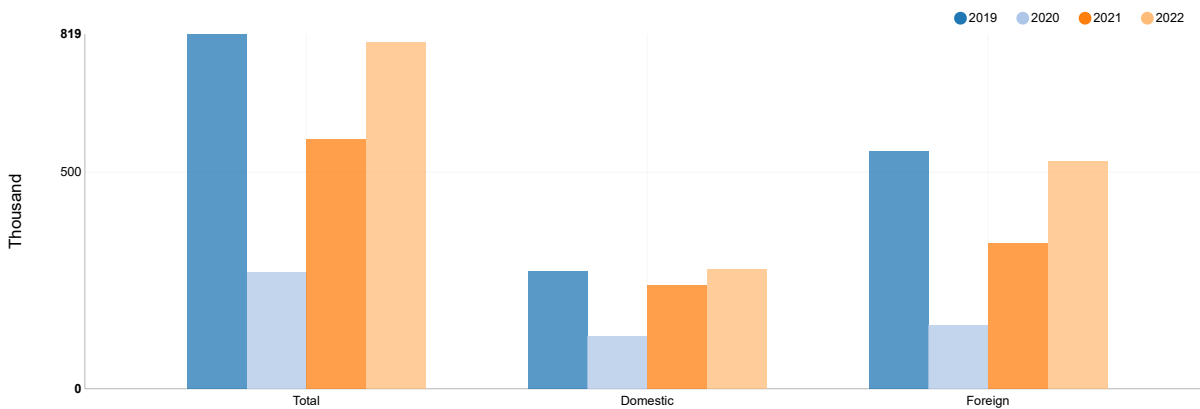
Domestic tourists realised 140 thousand arrivals and 275 thousand nights in November 2022, which was an increase of 24.1% in tourist arrivals and of 15.1% in tourist nights compared to November 2021. Compared to November 2019, there were 3.9% more arrivals and 1.2% more nights of domestic tourists.

Foreign tourists realised 184 thousand arrivals and 526 thousand nights in November 2022, which was 70.9% more arrivals and 56.0% more tourist nights than in November 2021. Compared to November 2019, foreign tourist arrivals decreased by 28.1% and foreign tourist nights by 3.9%.

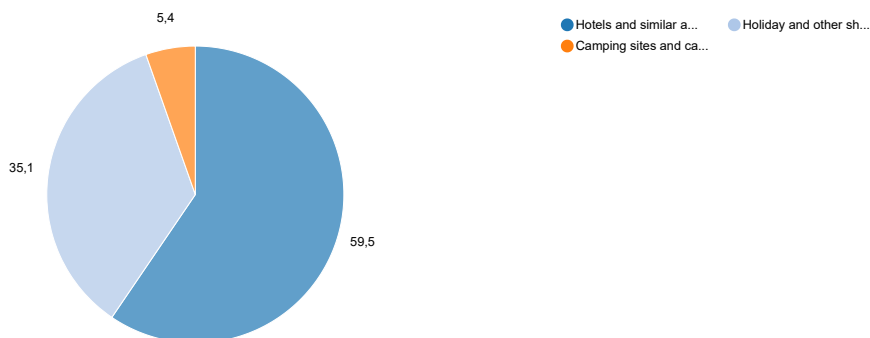
Notice

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 NOVEMBER, 2019 - 2022



G-2 STRUCTURE OF TOURIST NIGHTS ACCORDING TO DIVISION 55 OF NKD 2007., NOVEMBER 2022



The most foreign tourist arrivals and nights realised by tourists from neighbouring Slovenia

The most foreign tourist arrivals and nights in November 2022 were realised by tourists from neighbouring Slovenia, that is, 30 thousand arrivals and 86 thousand nights, which was 16.1% of the total realised foreign arrivals and 16.4% of the total realised foreign tourist nights. They realised 2.5 times more arrivals and 3 times more nights than in November 2021. Compared to November of the pre-pandemic 2019, they realised an increase in both arrivals and nights, of 53.8% in arrivals and of 55.7% in nights. They spent the most nights in the County of Istria (35.0%) and in the County of Primorje Gorski-kotar (27.2%).

Those were followed by the nights realised by tourists from Germany (13.5%), Austria (10.0%), the USA (6.4%) and Italy (6.1%). Compared to November 2021, all of those countries realised an increase in tourist arrivals and nights in November 2022. However, compared to November 2019, the number of tourist arrivals decreased, and only tourists from Germany and the USA realised an increase in tourist nights.

The City of Zagreb, first in the number of realised tourist nights, followed by Dubrovnik and Split

The highest number of tourist nights in November 2022 was realised in the City of Zagreb, 159 thousand nights, which was 19.9% of the total number of tourist nights realised in Croatia. In the City of Zagreb, compared to November 2021, there were 38.3% more arrivals and 24.3% more tourist nights. The number of tourist arrivals and nights from November 2019 was not reached, and 22.2% less arrivals and 12.3% less nights were realised. Dubrovnik followed, with 59 thousand realised nights, which accounted for 7.4% of the total nights, and Split with 56 thousand nights, which accounted for 7.0% of the total realised tourist nights in Croatia.

Out of the total number of tourist nights realised in the City of Zagreb, domestic tourists realised 26.6% and foreign tourists 73.4% nights. The highest number of foreign tourist nights in November 2022 was realised by tourists from Italy and Germany (7.9% each), and the USA and Bosnia and Herzegovina (7.4% each).

Tourists in the age group 35 to 44 realised the most nights in November 2022

In November 2022, tourists aged 35 to 44 realised the most nights, as much as 157 thousand, which accounted for 19.6% of the total realised nights. They were followed by the nights realised by tourists in the age group 45 to 54, who realised 146 thousand nights, which accounted for 18.2% of the total realised nights.

The most tourist nights realised in hotels

The most tourist nights in November 2022 were realised in hotels, as much as 463 thousand nights, which was 57.8% of the total realised tourist nights. Compared to November 2021, there were 52.8% more tourist nights, while, compared to November 2019, the number of tourist nights decreased by 12.1%.

They were followed by the nights realised in rooms, apartments and summer houses, as much as 240 thousand nights, which was 30.0% of the total realised tourist nights. This type of accommodation realised an increase in tourist nights of 22.9% compared to November 2021, and an increase of 14.6% compared to November 2019.

A total of 193 thousand permanent beds available to tourists in November 2022

In November 2022, tourists had at their disposal 81 thousand rooms, apartments and camping sites with 193 thousand permanent beds. Compared to November 2021, it was 7.7% more rooms, apartments and camping sites, and 8.0% more permanent beds. Compared to November 2019, tourists had 3.7% less rooms, apartments and camping sites at their disposal and 1.6% less permanent beds.

In the group Hotels and similar accommodation, tourists had 35 thousand rooms, apartments and camping sites at their disposal (which was 42.9% of the total number of available rooms, apartments and camping sites) with 68 thousand permanent beds (which was 35.1% of the total number of available permanent beds). The average occupancy rate of rooms in the group Hotels and similar accommodation in November 2022 was 32.1% and of permanent beds it was 26.3%.

In the first eleven months of 2022, there were 28.2% more tourist nights than in the same period of 2021

In the first eleven months of 2022, tourists realised 17.4 million arrivals and 89.3 million nights in commercial accommodation establishments, which was an increase of 39.1% in tourist arrivals and of 28.2% in tourist nights compared to the same period of 2021. Compared to the first eleven months of 2019, a total of 90.9% of arrivals and 98.7% of tourist nights were realised.

Domestic tourists realised 2.3 million arrivals and 7.5 million nights in the first eleven months of 2022, which was 14.8% more tourist arrivals and 5.3% more tourist nights than in the same period of 2021. Compared to the first eleven months of 2019, there was an increase in domestic tourist arrivals and nights, of 11.4% in arrivals and of 9.7% in tourist nights.

Foreign tourists realised 15.1 million arrivals and 81.8 million nights in the first eleven months of 2022, which was 43.8% more tourist arrivals and 30.8% more tourist nights than in the same period of 2021. The most foreign tourist nights were realised by tourists from Germany (28.7%), Austria and Slovenia (9.0% each), Poland (7.7%) and the Czech Republic (6.7%). Compared to the first eleven months of 2019, a total of 88.4% of arrivals and 97.8% of tourist nights were realised.

1 TOURIST ARRIVALS AND NIGHTS

	Arrivals				Nights			
	XI 2022	I – XI 2022	Indices XI 2022 XI 2021	Indices I – XI 2022 I – XI 2021	XI 2022	I – XI 2022	Indices XI 2022 XI 2021	Indices I – XI 2022 I – XI 2021
Total	324 185	17 445 482	147,0	139,1	801 194	89 300 074	139,1	128,2
Domestic tourists	139 989	2 316 031	124,1	114,8	274 760	7 502 899	115,1	105,3
Foreign tourists	184 196	15 129 451	170,9	143,8	526 434	81 797 175	156,0	130,8

2 TOURIST ARRIVALS AND NIGHTS, BY COUNTIES, NOVEMBER 2022

		Total	Domestic	Foreign	Indices XI 2022 XI 2021		
					Total	Domestic	Foreign
Republic of Croatia	Arrivals	324 185	139 989	184 196	147,0	124,1	170,9
	Nights	801 194	274 760	526 434	139,1	115,1	156,0
County of Zagreb	Arrivals	7 157	3 268	3 889	140,2	124,2	157,2
	Nights	13 784	6 108	7 676	130,8	122,8	137,8
County of Krapina-Zagorje	Arrivals	10 984	7 064	3 920	110,7	91,4	178,5
	Nights	25 799	15 880	9 919	110,5	91,6	164,7
County of Sisak-Moslavina	Arrivals	1 574	884	690	132,4	132,9	131,7
	Nights	4 519	2 749	1 770	148,1	148,0	148,4
County of Karlovac	Arrivals	6 059	2 891	3 168	135,9	105,7	183,9
	Nights	10 806	5 001	5 805	115,6	87,8	159,0
County of Varaždin	Arrivals	5 502	3 645	1 857	129,4	113,2	179,9
	Nights	12 088	7 934	4 154	132,9	119,4	169,6
County of Koprivnica-Križevci	Arrivals	1 290	851	439	131,1	113,5	187,6
	Nights	2 487	1 371	1 116	150,8	115,6	241,0
County of Bjelovar-Bilogora	Arrivals	1 885	1 367	518	158,5	174,6	127,6
	Nights	5 930	4 290	1 640	134,8	145,4	113,2
County of Primorje-Gorski kotar	Arrivals	44 389	20 118	24 271	139,1	113,8	170,4
	Nights	126 521	42 448	84 073	147,6	107,8	181,4
County of Lika-Senj	Arrivals	6 747	3 296	3 451	167,8	152,9	184,8
	Nights	12 767	6 015	6 752	165,5	160,7	170,0
County of Virovitica-Podravina	Arrivals	1 151	790	361	122,1	129,1	109,1
	Nights	2 076	1 274	802	113,6	128,0	96,4
County of Požega-Slavonia	Arrivals	2 213	1 769	444	152,6	155,0	143,7
	Nights	5 088	4 312	776	120,2	130,4	83,7
County of Slavonski Brod-Posavina	Arrivals	2 455	1 368	1 087	115,5	122,8	107,5
	Nights	4 222	2 243	1 979	125,9	128,8	122,8
County of Zadar	Arrivals	14 707	7 281	7 426	146,4	121,1	184,1
	Nights	40 249	13 186	27 063	153,8	110,5	190,1
County of Osijek-Baranja	Arrivals	10 650	8 055	2 595	132,8	127,8	151,1
	Nights	19 550	14 090	5 460	125,8	124,7	128,5
County of Šibenik-Knin	Arrivals	9 725	6 386	3 339	160,3	147,1	193,5
	Nights	24 511	12 716	11 795	155,1	135,2	184,4
County of Vukovar-Sirmium	Arrivals	9 047	8 148	899	183,9	190,6	139,8
	Nights	13 931	12 073	1 858	150,9	158,3	115,6
County of Split-Dalmatia	Arrivals	32 624	11 459	21 165	160,7	111,7	210,8
	Nights	95 261	21 794	73 467	141,9	99,3	162,7
County of Istria	Arrivals	44 335	15 863	28 472	129,9	102,8	152,4
	Nights	135 872	34 282	101 590	128,9	95,0	146,6
County of Dubrovnik-Neretva	Arrivals	30 195	7 738	22 457	266,6	188,2	311,3
	Nights	72 140	16 039	56 101	201,1	184,4	206,5
County of Međimurje	Arrivals	6 765	4 324	2 441	162,1	136,6	241,9
	Nights	14 528	8 595	5 933	167,2	135,5	253,0
City of Zagreb	Arrivals	74 731	23 424	51 307	138,3	132,3	141,2
	Nights	159 065	42 360	116 705	124,3	119,2	126,2

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 data from the administrative source eVisitor system from the Croatian National Tourist Board on a monthly basis and further processes them statistically.

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 web site <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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