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TOURIST ARRIVALS AND NIGHTS IN COMMERCIAL ACCOMMODATION, NOVEMBER 2023

In November 2023, there were 2.7% more tourist nights than in November 2022

In November 2023, there were 369 thousand tourist arrivals and 823 thousand tourist nights in commercial accommodation establishments, which was a two-digit increase in tourist arrivals, i.e. as much as 13.8%, and an increase in tourist nights of 2.7%, as compared to November 2022.

Domestic tourists realised 155 thousand arrivals and 298 thousand nights, which was 10.9% more arrivals and 8.4% more nights than in November 2022.

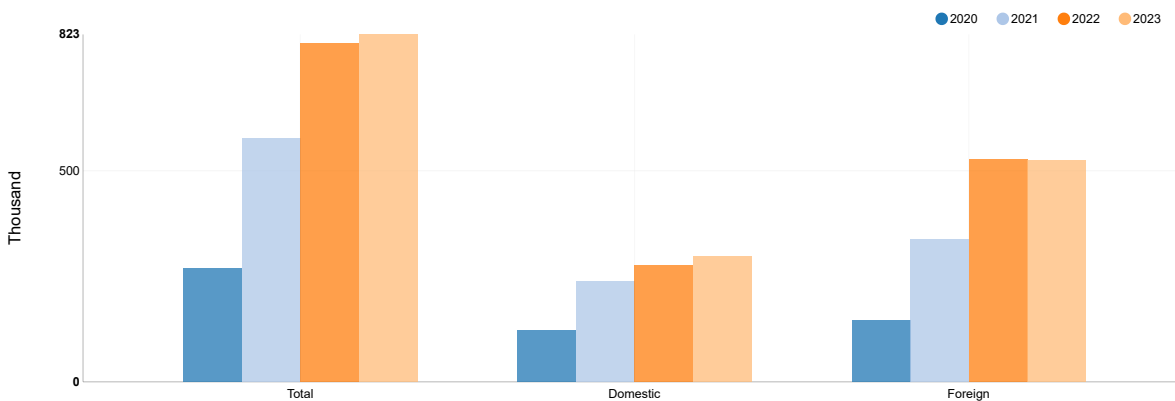
Foreign tourists realised 213 thousand arrivals and 525 thousand nights, which was 15.9% more arrivals, but 0.2% less nights compared to November 2022.

The structure of total realised tourist nights shows that 36.2% of nights were realised by domestic tourists and 63.8% 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 NOVEMBER, 2020 – 2023



In November 2023, tourists from neighbouring Slovenia realised the most foreign tourist nights

The most foreign tourist nights in November 2023 were realised by tourists from neighbouring Slovenia, namely 74 thousand nights, which was 14.0% of the total realised foreign tourist nights. As compared to November 2022, the number of nights realised by tourists from Slovenia decreased by as much as 14.3%. Tourists from Slovenia spent the most nights in the County of Istria and realised 27 thousand nights (which was 36.7% of the total nights realised by tourists from Slovenia in November 2023).

These were followed by nights realised by tourists from Austria (11.4%), Germany (11.2%), Italy (5.6%), the USA (5.2%), Bosnia and Herzegovina (4.7%) and Serbia and France (3.3% each). Out of the aforementioned foreign countries, an increase in tourist nights in November 2023 compared to November 2022 was realised by tourists from Austria (of 13.8%), tourists from France (of 41.9%) and tourists from Serbia (of 6.0%), while a decrease was realised by tourists from Bosnia and Herzegovina (of 9.0%), tourists from Italy (of 8.4%), tourists from Germany (of 16.9%) and tourists from the USA (of 18.6%).

The number of tourist nights realised in hotels was 62.9%

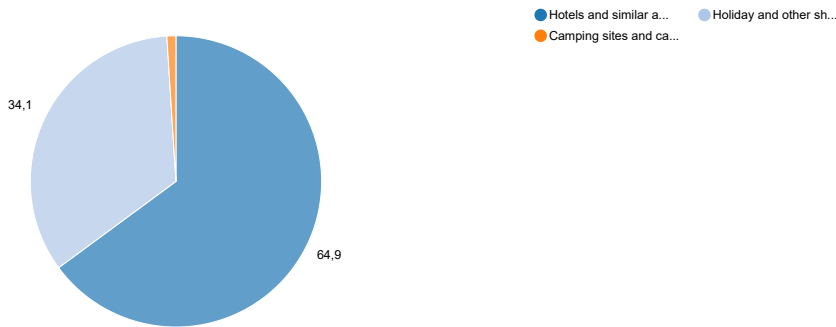
The most tourist nights in November 2023 were realised in hotels, as much as 518 thousand of them, which accounted for 62.9% of the total realised tourist nights. Compared to November 2022, the number of tourist nights realised in hotels increased by 11.9%.

These were followed by the nights realised in rooms, apartments, studio-type suits and holiday houses, with 220 thousand nights, which accounted for 26.7% of the total realised tourist nights. This type of accommodation recorded a decrease in tourist nights of 8.6% compared to November 2022.

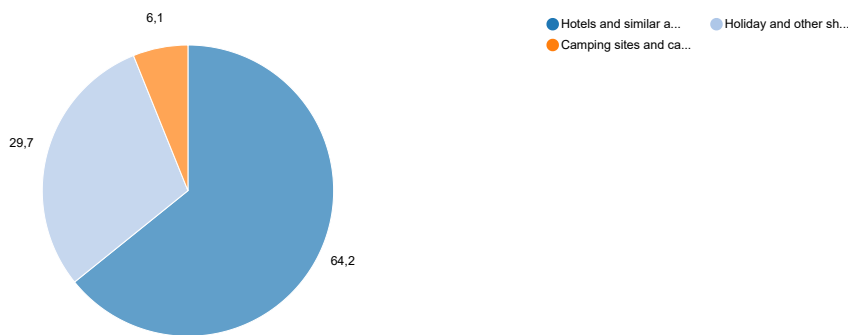
Tourists aged 35 to 44 realised the most nights in November 2023

Tourists aged 35 to 44 realised the largest number of nights in November 2023, as much as 155 thousand, which accounted for 18.9% of the total realised nights. These were followed by the nights realised by tourists aged 45 to 54, who realised 150 thousand nights (which accounted for 18.2% of the total realised nights).

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



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



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

In November 2023, there were 88 thousand rooms, apartments and camping sites available to tourists, with a total of 213 thousand permanent beds.

The largest number of rooms and apartments was at tourists' disposal in the group Hotels and similar accommodation, 38 thousand of them (which was 43.0% of the total number of available rooms and apartments), with 75 thousand permanent beds (which was 35.2% of the total number of available permanent beds). The average occupancy rate of rooms in November 2023 was 33.3% and of permanent beds it was 26.9%.

In the first eleven months of 2023, tourist arrivals and nights increased, as compared to the same period of 2022

In the first eleven months of 2023, there were 19.1 million tourist arrivals and 91.5 million tourist nights in commercial accommodation establishments, which was an increase of 9.5% in tourist arrivals and of 2.5% in tourist nights compared to the same period of 2022.

Domestic tourists realised 2.5 million arrivals and 7.8 million nights in commercial accommodation establishments in the first eleven months of 2023, which was an increase of 6.9% in tourist arrivals and of 4.1% in tourist nights compared to the first eleven months of 2022.

Foreign tourists realised 16.6 million arrivals and 83.7 million nights in the same period of 2023, which was 9.9% more arrivals and 2.4% more nights compared to the first eleven months of 2022. The most foreign tourist nights were realised by tourists from Germany, namely 22.3 million nights, which was 26.6% of the total realised foreign tourist nights. Tourists from Germany realised 5.2% less nights in the first eleven months of 2023 compared to the same period of 2022.

These were followed by the nights realised by tourists from Slovenia (9.1%), Austria (9.0%), Poland (7.6%), the Czech Republic (6.0%), Italy (4.6%), the United Kingdom (4.1%) and Hungary (4.0%). In the first eleven months of 2023, as compared to the same period of 2022, all those countries realised an increase in the number of tourist nights, except the Czech Republic, which recorded a decrease in tourist nights of 9.0%.

1 TOURIST ARRIVALS AND NIGHTS

	Arrivals				Nights			
	XI 2023	I – XI 2023	Indices XI 2023 XI 2022	Indices I – XI 2023 I – XI 2022	XI 2023	I – XI 2023	Indices XI 2023 XI 2022	Indices I – XI 2023 I – XI 2022
Total	368 797	19 103 566	113,8	109,5	823 136	91 537 664	102,7	102,5
Domestic tourists	155 309	2 476 987	110,9	106,9	297 971	7 810 421	108,4	104,1
Foreign tourists	213 488	16 626 579	115,9	109,9	525 165	83 727 243	99,8	102,4

2 TOURIST ARRIVALS AND NIGHTS, BY COUNTIES, NOVEMBER 2023

		Total	Domestic	Foreign	Indices XI 2023 XI 2022		
					Total	Domestic	Foreign
Republic of Croatia	Arrivals	368 797	155 309	213 488	113,8	110,9	115,9
	Nights	823 136	297 971	525 165	102,7	108,4	99,8
County of Zagreb	Arrivals	8 222	3 680	4 542	114,9	112,6	116,8
	Nights	15 678	6 841	8 837	113,7	112,0	115,1
County of Krapina-Zagorje	Arrivals	12 783	8 312	4 471	116,4	117,7	114,1
	Nights	28 379	17 600	10 779	110,0	110,8	108,7
County of Sisak-Moslavina	Arrivals	1 604	913	691	101,9	103,3	100,1
	Nights	3 560	2 162	1 398	78,8	78,6	79,0
County of Karlovac	Arrivals	7 576	2 903	4 673	125,0	100,4	147,5
	Nights	13 350	5 084	8 266	123,5	101,7	142,4
County of Varaždin	Arrivals	5 792	3 582	2 210	105,3	98,3	119,0
	Nights	13 769	9 518	4 251	113,9	120,0	102,3
County of Koprivnica-Križevci	Arrivals	1 224	786	438	94,9	92,4	99,8
	Nights	2 340	1 310	1 030	94,1	95,6	92,3
County of Bjelovar-Bilogora	Arrivals	2 874	2 208	666	152,5	161,5	128,6
	Nights	6 978	5 208	1 770	117,7	121,4	107,9
County of Primorje-Gorski kotar	Arrivals	47 516	19 886	27 630	107,0	98,8	113,8
	Nights	124 772	41 416	83 356	98,6	97,6	99,1
County of Lika-Senj	Arrivals	8 372	2 710	5 662	124,1	82,2	164,1
	Nights	13 557	4 588	8 969	106,2	76,3	132,8
County of Virovitica-Podravina	Arrivals	1 174	883	291	102,0	111,8	80,6
	Nights	2 634	1 929	705	126,9	151,4	87,9
County of Požega-Slavonia	Arrivals	2 095	1 742	353	94,7	98,5	79,5
	Nights	4 596	3 929	667	90,3	91,1	86,0
County of Slavonski Brod-Posavina	Arrivals	2 557	1 496	1 061	104,2	109,4	97,6
	Nights	4 474	2 248	2 226	106,0	100,2	112,5
County of Zadar	Arrivals	19 523	9 371	10 152	132,7	128,7	136,7
	Nights	41 837	16 322	25 515	103,9	123,8	94,3
County of Osijek-Baranja	Arrivals	11 964	9 032	2 932	112,3	112,1	113,0
	Nights	21 965	15 578	6 387	112,4	110,6	117,0
County of Šibenik-Knin	Arrivals	10 795	7 543	3 252	111,0	118,1	97,4
	Nights	23 476	14 214	9 262	95,8	111,8	78,5
County of Vukovar-Sirmium	Arrivals	9 833	8 843	990	108,7	108,5	110,1
	Nights	14 865	13 082	1 783	106,7	108,4	96,0
County of Split-Dalmatia	Arrivals	41 504	14 819	26 685	127,2	129,3	126,1
	Nights	104 788	29 303	75 485	110,0	134,5	102,7
County of Istria	Arrivals	42 023	16 988	25 035	94,8	107,1	87,9
	Nights	124 434	36 432	88 002	91,6	106,3	86,6
County of Dubrovnik-Neretva	Arrivals	39 070	7 246	31 824	129,4	93,6	141,7
	Nights	75 065	14 544	60 521	104,1	90,7	107,9
County of Međimurje	Arrivals	6 695	4 381	2 314	99,0	101,3	94,8
	Nights	13 893	8 193	5 700	95,6	95,3	96,1
City of Zagreb	Arrivals	85 601	27 985	57 616	114,5	119,5	112,3
	Nights	168 726	48 470	120 256	106,1	114,4	103,0

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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