

#### TOURISM IN ARUBA

##### NUMBER OF STAYOVER VISITORS BY PLACE OF RESIDENCE

	Qtr. 2 2005	Qtr. 2 2006	Qtr. 2 2007	Qtr. 2 2008	Qtr. 2 2009	% change 08/07	% change 09/08
<b>Total Visitors</b>	<b>183,048</b>	<b>173,846</b>	<b>178,453</b>	<b>194,871</b>	<b>196,217</b>	<b>9.2</b>	<b>0.7</b>
United States	140,990	128,833	130,504	141,309	136,315	8.3	-3.5
Venezuela	10,644	12,568	13,414	16,902	20,422	26.0	20.8
Netherlands	9,581	8,600	8,341	10,192	9,003	22.2	-11.7
Netherlands Antilles	5,025	4,729	6,206	5,075	5,334	-18.2	5.1
Colombia	2,386	3,620	3,377	3,081	4,357	-8.8	41.4
Brazil	1,142	1,172	1,426	1,729	1,562	21.2	-9.7
Canada	4,094	3,794	3,981	5,359	4,707	34.6	-12.2
Other World	9,186	10,530	11,204	11,224	14,517	0.2	29.3

Source: Aruba Tourism Authority (ATA)

##### CRUISE PASSENGERS

	Qtr. 2 2005	Qtr. 2 2006	Qtr. 2 2007	Qtr. 2 2008	Qtr. 2 2009	% change 08/07	% change 09/08
Number of passengers	112,234	111,664	81,619	81,006	89,751	-0.8	10.8
Number of calls	64	48	62	39	49	-37.1	25.6
Number of crew members	45,644	43,276	36,273	33,715	37,488	-7.1	11.2
Avg. no. of passengers / ship	1,754	2,326	1,316	2,077	1,832	57.8	-11.8

Source: Aruba Tourism Authority (ATA) & Cruise Tourism Authority N.V. - Aruba

##### TOTAL NUMBER OF VISITORS

	Qtr. 2 2005	Qtr. 2 2006	Qtr. 2 2007	Qtr. 2 2008	Qtr. 2 2009	% change 08/07	% change 09/08
Total stayover visitors	183,048	173,846	178,453	194,871	196,217	9.2	0.7
Total cruise visitors	112,234	111,664	81,619	81,006	89,751	-0.8	10.8
<b>Total number of visitors</b>	<b>295,282</b>	<b>285,510</b>	<b>260,072</b>	<b>275,877</b>	<b>285,968</b>	<b>6.1</b>	<b>3.7</b>

Source: Aruba Tourism Authority (ATA) & Cruise Tourism Authority N.V. - Aruba

##### AVERAGE LENGTH OF STAY BY PLACE OF RESIDENCE OF VISITORS TO ARUBA (In days)

	Qtr. 2 2005	Qtr. 2 2006	Qtr. 2 2007	Qtr. 2 2008	Qtr. 2 2009	% change 08/07	% change 09/08
United States	7.1	7.0	7.2	8.0	7.3	10.7	-8.0
Venezuela	6.6	5.8	6.2	5.6	5.2	-10.9	-5.9
Netherlands	14.2	11.9	12.2	13.5	11.5	11.0	-14.9
Brazil	6.1	6.3	5.3	5.8	6.2	9.5	7.0
Netherlands Antilles	6.2	4.0	4.8	4.9	5.3	1.9	9.1
Canada	7.8	6.7	14.0	9.4	7.8	-33.4	-16.7
Colombia	12.1	6.6	6.6	10.5	6.3	59.3	-39.5
Other	11.7	10.2	14.4	11.7	9.1	-18.5	-22.6
<b>Avg. length of stay</b>	<b>7.7</b>	<b>7.3</b>	<b>7.9</b>	<b>8.3</b>	<b>7.4</b>	<b>4.6</b>	<b>-10.4</b>

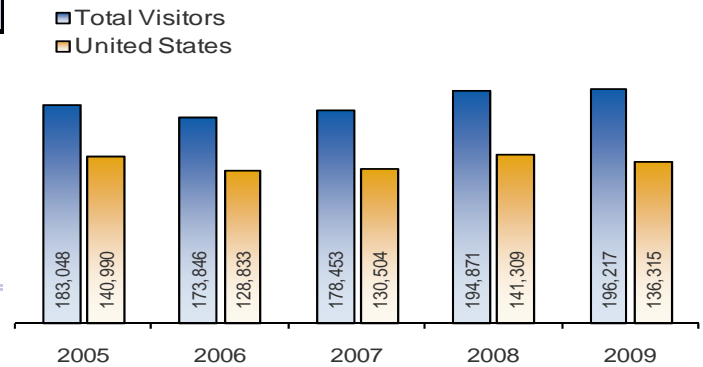
Source: Tourist Survey - Central Bureau of Statistics - Aruba

##### NUMBER OF VISITOR NIGHTS BY PLACE OF RESIDENCE (\* 1,000)

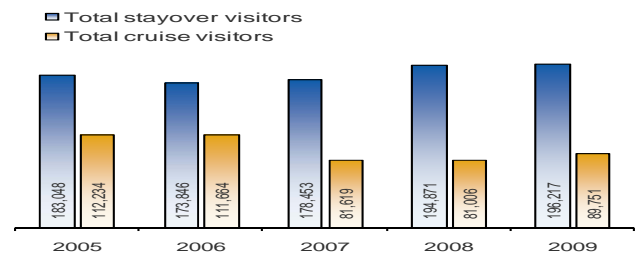
	Qtr. 2 2005	Qtr. 2 2006	Qtr. 2 2007	Qtr. 2 2008	Qtr. 2 2009	% change 08/07	% change 09/08
<b>Total Visitor Nights</b>	<b>1,345.9</b>	<b>1,287.4</b>	<b>1,326.2</b>	<b>1,417.2</b>	<b>1,404.3</b>	<b>6.9</b>	<b>-0.9</b>
United States	968.83	894.30	905.43	982.16	949.97	8.5	-3.3
Venezuela	62.83	79.83	70.09	90.98	101.93	29.8	12.0
Netherlands	116.40	110.71	101.82	122.91	110.61	20.7	-10.0
Netherlands Antilles	26.94	26.21	34.27	29.48	26.41	-14.0	-10.4
Colombia	36.63	34.48	25.90	28.25	30.60	9.1	8.3
Brazil	7.48	7.53	9.24	11.26	10.51	21.9	-6.7
Canada	32.83	31.08	32.27	42.10	38.75	30.5	-8.0
Other World	93.98	103.30	147.20	110.08	135.47	-25.2	23.1

Source: Aruba Tourism Authority (ATA)

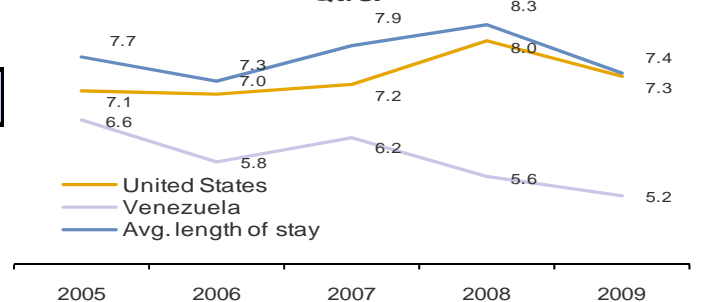
##### Stayover Visitors - 2<sup>nd</sup> Qtrs.



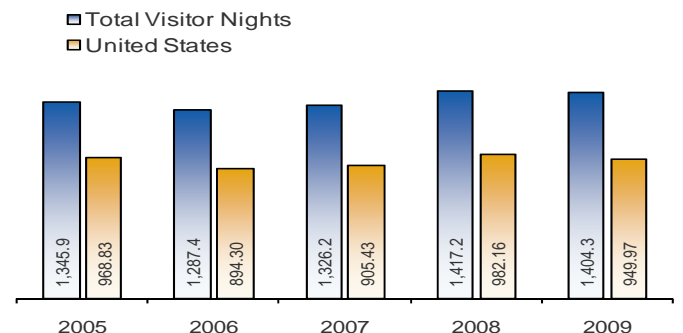
##### Total number of Visitors to Aruba - 2<sup>nd</sup> Qtrs.



##### Avg. length of stay (in days) - 2<sup>nd</sup> Qtrs.



##### Visitor Nights - 2<sup>nd</sup> Qtrs.



**AIRPORT TRAFFIC / NUMBER OF PASSENGERS TRAVELING BY AIR**

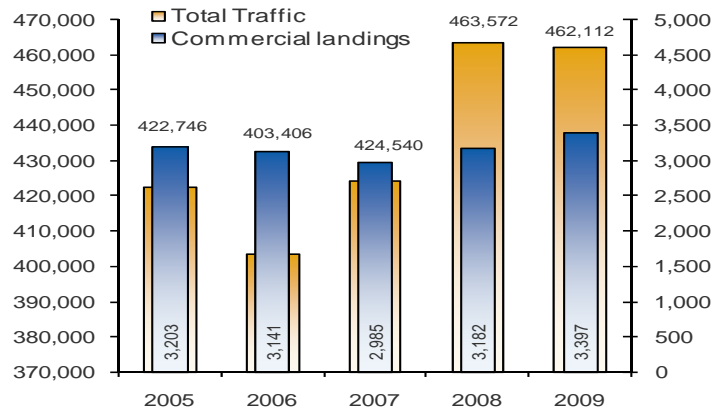
	Qtr. 2 2005	Qtr. 2 2006	Qtr. 2 2007	Qtr. 2 2008	Qtr. 2 2009	% change 08/07	% change 09/08
Arrived	211,104	200,432	208,972	224,912	220,062	7.6	-2.2
Departed	208,340	196,900	207,389	225,929	221,913	8.9	-1.8
In transit	3,302	6,074	8,179	12,731	20,137	55.7	58.2
<b>Total Traffic</b>	<b>422,746</b>	<b>403,406</b>	<b>424,540</b>	<b>463,572</b>	<b>462,112</b>	<b>9.2</b>	<b>-0.3</b>

Source: Aruba Airport Authority N.V. (AAA) &amp; Department of Immigration - International Airport of Aruba

**AIRCRAFT LANDINGS**

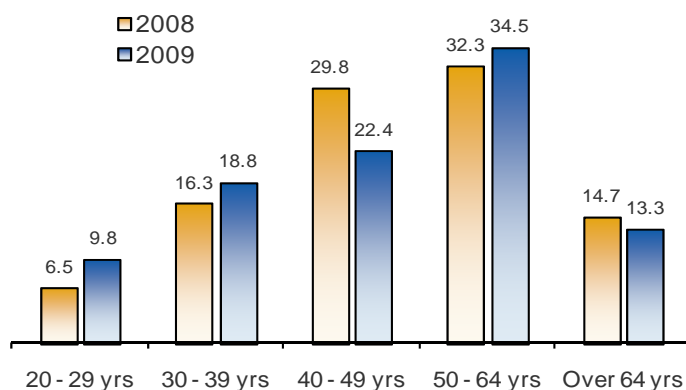
	Qtr. 2 2005	Qtr. 2 2006	Qtr. 2 2007	Qtr. 2 2008	Qtr. 2 2009	% change 08/07	% change 09/08
Commercial landings	3,203	3,141	2,985	3,182	3,397	6.6	6.8
Non-commercial landings	547	767	749	898	1,126	19.9	25.4
<b>Total</b>	<b>3,750</b>	<b>3,908</b>	<b>3,734</b>	<b>4,080</b>	<b>4,523</b>	<b>9.3</b>	<b>10.9</b>

Source: Aruba Airport Authority N.V. (AAA) &amp; Department of Immigration - International Airport of Aruba

**Airport Traffic in - 2<sup>nd</sup> Qtrs.**

**CHARACTERISTICS OF THE VISITORS**
**AGE GROUPS OF THE VISITORS (In Percentages)**

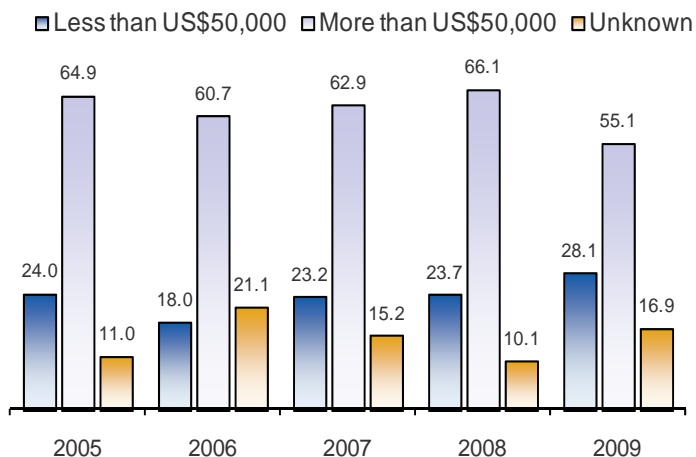
	Qtr. 2 2005	Qtr. 2 2006	Qtr. 2 2007	Qtr. 2 2008	Qtr. 2 2009	% change 08/07	% change 09/08
Under 20 yrs	0.3	0.7	0.5	0.4	1.0	-20.0	150.0
20 - 29 yrs	13.0	12.3	10.1	6.5	9.8	-35.6	50.8
30 - 39 yrs	20.7	20.5	19.0	16.3	18.8	-14.2	15.3
40 - 49 yrs	24.0	25.9	28.3	29.8	22.4	5.3	-24.8
50 - 64 yrs	31.0	27.8	28.2	32.3	34.5	14.5	6.8
Over 64 yrs	11.0	12.7	14.0	14.7	13.3	5.0	-9.5
Unknown	0.0	0.1	0.0	0.0	0.2	0.0	0.0
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Source: Tourist Survey - Central Bureau of Statistics - Aruba

**Age groups of the visitors - 2<sup>nd</sup> Qtrs.**

**YEARLY HOUSEHOLD INCOME OF THE VISITORS (In Percentages)**

	Qtr. 2 2005	Qtr. 2 2006	Qtr. 2 2007	Qtr. 2 2008	Qtr. 2 2009	% change 08/07	% change 09/08
Less than US\$20,000	6.6	4.4	5.1	5.0	6.2	-2.0	24.0
US\$20,001 - US\$30,000	4.2	3.7	3.3	4.4	5.8	33.3	31.8
US\$30,001 - US\$50,000	13.2	9.9	14.8	14.3	16.1	-3.4	12.6
US\$50,001 - US\$75,000	25.6	25.4	27.8	32.2	30.6	15.8	-5.0
US\$75,001 - US\$100,000	20.2	16.7	19.2	18.8	13.6	-2.1	-27.7
US\$100,001 and over	19.1	18.6	15.9	15.1	10.9	-5.0	-27.8
Unknown	11.0	21.1	15.2	10.2	16.9	-32.9	65.7
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Source: Tourist Survey - Central Bureau of Statistics - Aruba

**Household Income of the Visitors - 2<sup>nd</sup> Qtrs.**

**OCCUPATION OF THE VISITORS (In Percentages)**

	Qtr. 2 2005	Qtr. 2 2006	Qtr. 2 2007	Qtr. 2 2008	Qtr. 2 2009	% change 08/07	% change 09/08
Legislators, senior officials and managers	14.0	14.6	12.5	11.7	13.9	-6.4	18.8
Professionals	19.8	20.2	14.3	18.6	16.5	30.1	-11.3
Technicians and associate professionals	17.3	19.7	19.1	14.7	16.6	-23.0	12.9
Clerks	8.8	7.1	7.5	6.9	7.4	-8.0	7.2
Service workers, shop & market sales workers	5.9	4.1	4.7	7.4	6.0	57.4	-18.9
Skilled agricultural and fishery workers	0.1	0.3	0.1	0.4	0.3	300.0	-25.0
Craft and related trades workers	2.5	2.6	2.9	2.7	3.7	-6.9	37.0
Plant and machine operators and assemblers	1.2	1.4	1.3	1.8	1.1	38.5	-38.9
Elementary occupations	1.1	0.8	1.2	1.2	0.8	0.0	-33.3
Armed forces	0.2	0.5	1.3	0.4	0.2	-69.2	-50.0
Not economically active (Retired)	29.3	28.7	35.2	34.1	33.2	-3.1	-2.6
Unemployed	0.0	0.0	0.0	0.1	0.4	0.0	300.0
Unknown	0.1	0.0	0.0	0.0	0.2	0.0	0.0
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Source: Tourist Survey - Central Bureau of Statistics - Aruba

**METHOD VISITORS USED TO BOOK A TRIP ( In Percentages )**

	Qtr. 2 2005	Qtr. 2 2006	Qtr. 2 2007	Qtr. 2 2008	Qtr. 2 2009	% change 08/07	% change 09/08
<b>In person in General</b>	n.a.	n.a.	n.a.	16.3	12.8	n.a.	-21.5
<b>By telephone in General</b>	n.a.	n.a.	n.a.	24.1	24.5	n.a.	1.7
Travel Agent (In Pers/Tel.)	n.a.	n.a.	n.a.	26.2	23.3	n.a.	-11.1
Tour Operator (In Pers/Tel.)	n.a.	n.a.	n.a.	0.4	0.5	n.a.	25.0
Hotel Direct (In Pers/Tel.)	n.a.	n.a.	n.a.	0.6	0.3	n.a.	-50.0
Airline Direct (In Pers.Tel.)	n.a.	n.a.	n.a.	12.6	7.6	n.a.	-39.7
<b>Online in General</b>	n.a.	n.a.	n.a.	52.7	59.7	n.a.	13.3
On-Line Tour Operator	n.a.	n.a.	n.a.	24.8	24.5	n.a.	-1.2
On-Line Hotel Direct	n.a.	n.a.	n.a.	5.1	7.6	n.a.	49.0
On-Line Airline Direct	n.a.	n.a.	n.a.	21.8	24.7	n.a.	13.3
Other	23.7	19.4	21.3	10.5	7.8	9.8	-25.7
On-Line (internet)	33.7	41.9	47.0	n.a.	n.a.	12.2	n.a.
Travel Agent	41.9	37.6	30.1	n.a.	n.a.	-19.9	n.a.
Tour Operator	0.4	1.0	0.4	n.a.	n.a.	-60.0	n.a.
Charter Operator	0.3	0.2	0.4	n.a.	n.a.	n.a.	n.a.
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		

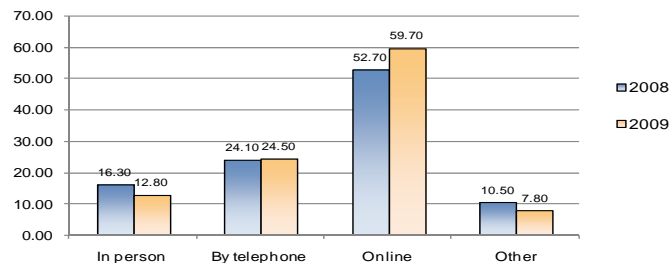
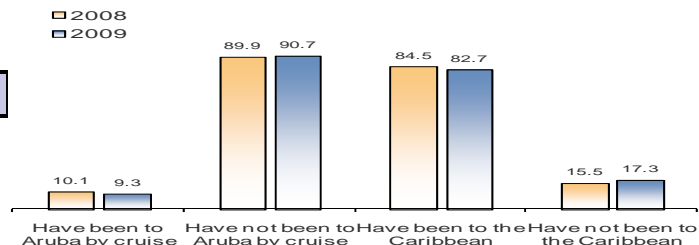
Source: Tourist Survey - Central Bureau of Statistics - Aruba

n.a. = not available

**VISITORS THAT HAVE BEEN TO ARUBA BY CRUISE AND VISITORS THAT HAVE BEEN TO THE CARIBBEAN PRIOR TO THIS VISIT ( In Percentages )**

	Qtr. 2 2005	Qtr. 2 2006	Qtr. 2 2007	Qtr. 2 2008	Qtr. 2 2009	% change 08/07	% change 09/08
To Aruba by Cruise	8.4	7.3	8.9	10.1	9.3	13.5	-7.9
No	91.5	92.7	91.1	89.9	90.7	-1.3	0.9
Prior visit to the Caribbean	65.8	74.9	79.5	84.5	82.7	6.3	-2.1
No	33.5	25.0	20.5	15.5	17.3	-24.4	11.6

Source: Tourist Survey - Central Bureau of Statistics - Aruba

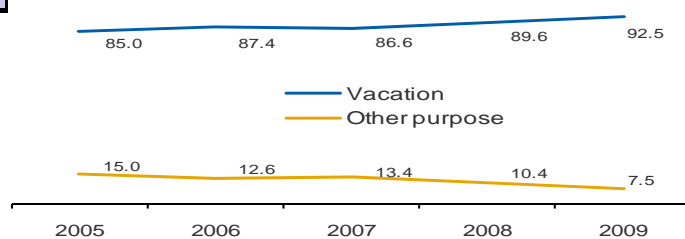
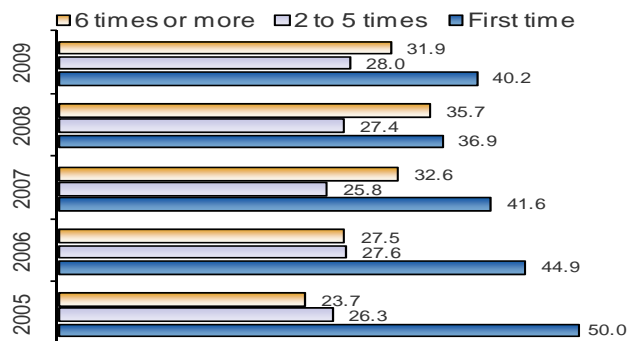
**Method Visitors Used to book a trip 2nd Qtrs 2009**

**Visitors that have been to Aruba by cruise & have been to the Caribbean - 2nd Qtrs**

**BEHAVIOR OF THE VISITORS**
**PURPOSE OF VISIT ( In Percentages )**

	Qtr. 2 2005	Qtr. 2 2006	Qtr. 2 2007	Qtr. 2 2008	Qtr. 2 2009	% change 08/07	% change 09/08
Vacation	85.0	87.4	86.6	89.6	92.5	3.5	3.2
Honeymoon	5.0	4.4	4.6	2.9	2.4	-37.0	-17.2
Visit friends / relatives	4.4	2.5	3.8	3.0	2.5	-21.1	-16.7
Business / leisure	1.5	1.7	2.4	1.5	0.9	-37.5	-40.0
Other <sup>1)</sup>	2.1	1.7	1.3	1.2	0.8	-7.7	-33.3
Business only / Convention	1.7	1.5	0.6	0.4	0.4	-33.3	0.0
Wedding	0.3	0.8	0.5	0.4	0.2	-20.0	-50.0
Events/Festivals	n.a.	n.a.	0.3	1.0	0.3	233.3	-70.0
Get Married	n.a.	n.a.	0.0	0.1	0.1	0.0	0.0
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		

Source: Tourist Survey - Central Bureau of Statistics - Aruba

n.a. = not available

<sup>1)</sup> Other also include incentive and golf

**Purpose of visit of the Visitors - 2nd Qtrs.**

**Number of visit to Aruba - 2nd Qtrs**


Source: Tourist Survey - Central Bureau of Statistics - Aruba

**TYPE OF ACCOMMODATION USED BY THE VISITORS ( In Percentages )**

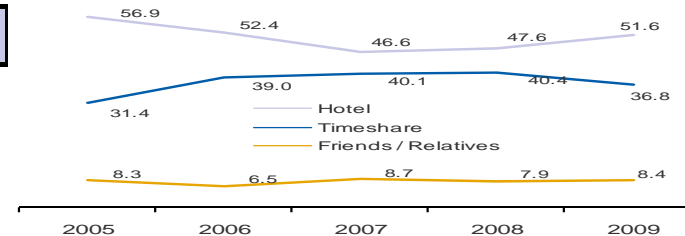
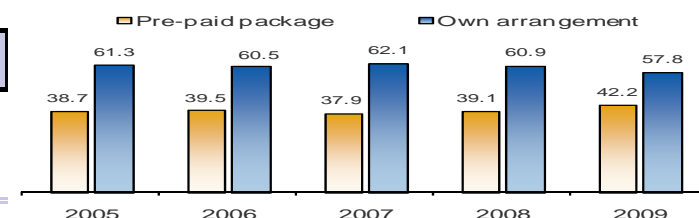
	Qtr. 2 2005	Qtr. 2 2006	Qtr. 2 2007	Qtr. 2 2008	Qtr. 2 2009	% change 08/07	% change 09/08
Hotel	56.9	52.4	46.6	47.6	51.6	2.1	2.1
Timeshare	31.4	39.0	40.1	40.4	36.8	0.7	0.7
Guest house/Apartment	2.1	1.7	3.7	2.7	2.6	-27.0	-27.0
Friends / Relatives	8.3	6.5	8.7	7.9	8.4	-9.2	-9.2
Other	1.2	0.4	1.0	1.4	0.2	40.0	40.0
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		

Source: Tourist Survey - Central Bureau of Statistics - Aruba

**TRAVEL ARRANGEMENT OF THE VISITORS ( In Percentages )**

	Qtr. 2 2005	Qtr. 2 2006	Qtr. 2 2007	Qtr. 2 2008	Qtr. 2 2009	% change 08/07	% change 09/08
Pre-paid package	38.7	39.5	37.9	39.1	42.2	-4.1	3.2
Own arrangement	61.3	60.5	62.1	60.9	57.8	2.6	-1.9
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		

Source: Tourist Survey - Central Bureau of Statistics - Aruba

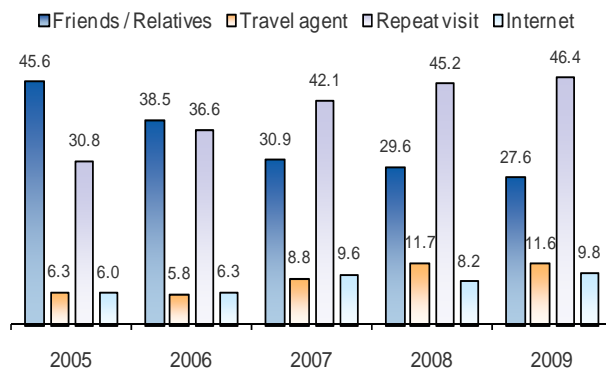
**Type of Accommodation used by Visitors - 2nd Qtrs.**

**Travel Arrangement of the Visitors - 2nd Qtrs.**


**SINGLE MOST IMPORTANT SOURCE OF INFORMATION IN MAKING A DECISION TO VISIT ARUBA (%)**

	Qtr. 2 2005	Qtr. 2 2006	Qtr. 2 2007	Qtr. 2 2008	Qtr. 2 2009	% change 08/07	% change 09/08
Friends / Relatives	45.6	38.5	30.9	29.6	27.6	-4.2	-6.8
Travel agent	6.3	5.8	8.8	11.7	11.6	33.0	-0.9
Newspaper / magazine	4.2	4.0	1.3	0.7	1.2	-46.2	71.4
Television ad / Radio ad	0.4	0.3	0.2	0.4	0.0	100.0	-100.0
Tourist board	0.3	0.3	0.3	0.1	0.1	-66.7	0.0
Other	2.7	3.8	3.8	1.7	1.3	-55.3	-23.5
Repeat visit	30.8	36.6	42.1	45.2	46.4	7.4	2.7
Cruise	0.4	0.5	0.7	0.7	0.7	0.0	0.0
Internet	6.0	6.3	9.6	8.2	9.8	-14.6	19.5
Business	3.4	3.9	2.3	1.6	1.1	-30.4	-31.3
Unknown	0.0	0.0	0.0	0.2	0.2	0.0	0.0
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		

Source: Tourist Survey - Central Bureau of Statistics - Aruba

**Most Important source used - 2<sup>nd</sup> Qtrs.**



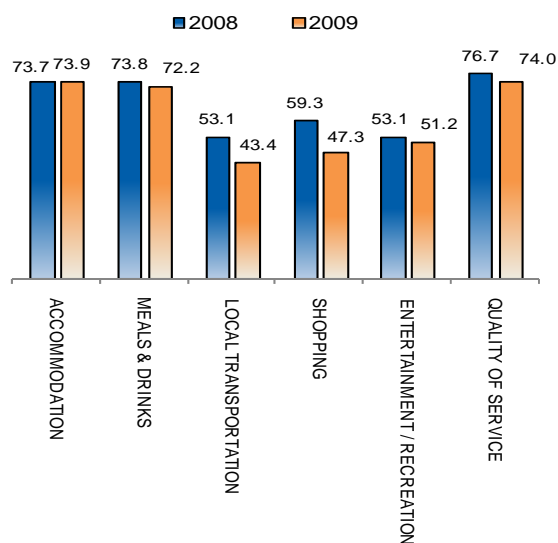
**SATISFACTION OF THE VISITORS**

**RATING OF SERVICE RELATED TO THE FOLLOWING:**

	Qtr. 2 2007	Qtr. 2 2008	Qtr. 2 2009	% change 08/07	% change 09/08
<b>ACCOMMODATION</b>					
Excellent	61.7	73.7	73.9	19.4	0.3
Good	33.2	20.0	20.5	-39.8	2.5
Average	4.4	3.2	5.0	-27.3	56.3
Poor	0.2	0.2	0.2	0.0	0.0
Unknown / n.a.	0.6	2.9	0.5	383.3	-82.8
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		
<b>MEALS &amp; DRINKS</b>					
Excellent	58.9	73.8	72.2	25.3	-2.2
Good	35.7	22.1	22.9	-38.1	3.6
Average	4.7	3.5	4.5	-25.5	28.6
Poor	0.3	0.2	0.3	-33.3	50.0
Unknown / n.a.	0.4	0.5	0.2	25.0	-60.0
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		
<b>LOCAL TRANSPORTATION</b>					
Excellent	46.1	53.1	43.4	15.2	-18.3
Good	41.3	29.1	39.7	-29.5	36.4
Average	3.0	2.7	1.7	-10.0	-37.0
Poor	0.2	0.1	0	-50.0	-100.0
Unknown / n.a.	9.4	15.2	15.2	61.7	0.0
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		
<b>SHOPPING</b>					
Excellent	36.6	59.3	47.3	62.0	-20.2
Good	41.4	30.6	39.1	-26.1	27.8
Average	9.1	4.0	3.2	-56.0	-20.0
Poor	0.0	0.2	0.1	0.0	-50.0
Unknown / n.a.	12.9	6.2	11.3	-51.9	82.3
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		
<b>ENTERTAINMENT / RECREATION</b>					
Excellent	37.3	53.1	51.2	42.4	-3.6
Good	34.4	23.5	30.7	-31.7	30.6
Average	5.6	3.0	1.9	-46.4	-36.7
Poor	0.8	0.0	0.2	-100.0	0.0
Unknown / n.a.	21.9	20.4	15.9	-6.8	-22.1
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		
<b>QUALITY OF SERVICE</b>					
Excellent	68.7	76.7	74.0	11.6	-3.5
Good	28.5	19.8	21.2	-30.5	7.1
Average	2.4	2.7	3.5	12.5	29.6
Poor	0.0	0.2	0.4	0.0	100.0
Unknown / n.a.	0.4	0.7	0.9	75.0	28.6
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		

Source: Tourist Survey - Central Bureau of Statistics - Aruba

**Ratings of excellence of Satisfaction - 2<sup>nd</sup> Qtrs.**

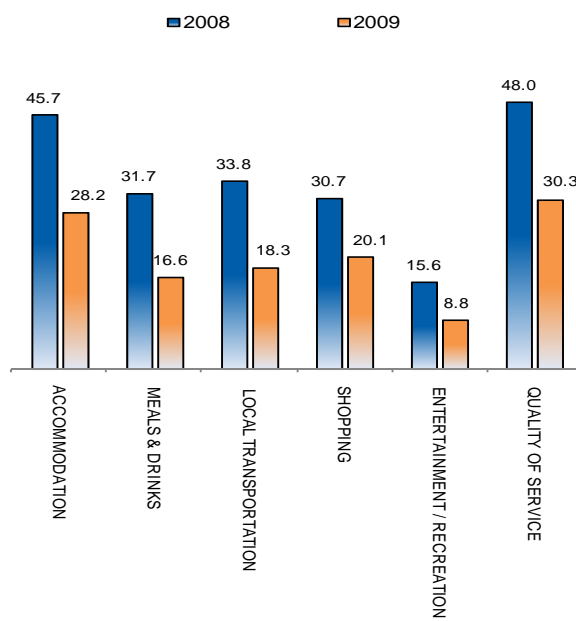


**RATING OF VALUE FOR MONEY OF THE FOLLOWING:**

	Qtr. 2 2007	Qtr. 2 2008	Qtr. 2 2009	% change 08/07	% change 09/08
<b>ACCOMMODATION</b>					
Excellent	30.4	45.7	28.2	50.3	-38.3
Good	57.0	39.7	53.1	-30.4	33.8
Average	4.6	5.8	8.5	26.1	46.6
Poor	0.4	0.1	0.1	-75.0	0.0
Unknown / n.a.	7.5	8.8	9.9	17.3	12.5
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		
<b>MEALS &amp; DRINKS</b>					
Excellent	21.4	31.7	16.6	48.1	-47.6
Good	63.7	50.8	60.1	-20.3	18.3
Average	10.8	14.2	19.5	31.5	37.3
Poor	0.8	0.4	0.7	-50.0	75.0
Unknown / n.a.	3.3	2.9	3.2	-12.1	10.3
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		
<b>LOCAL TRANSPORTATION</b>					
Excellent	25.0	33.8	18.3	35.2	-45.9
Good	58.4	44.6	60.5	-23.6	35.7
Average	5.4	4.7	4.6	-13.0	-2.1
Poor	0.3	0.1	0.1	-66.7	0.0
Unknown / n.a.	10.9	16.7	16.4	53.2	-1.8
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		
<b>SHOPPING</b>					
Excellent	12.0	30.7	20.1	155.8	-34.5
Good	57.5	50.0	58.3	-13.0	16.6
Average	16.4	11.2	9.9	-31.7	-11.6
Poor	0.5	0.4	0.5	-20.0	25.0
Unknown / n.a.	13.7	7.6	11.1	-44.5	46.1
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		
<b>ENTERTAINMENT / RECREATION</b>					
Excellent	10.5	15.6	8.8	48.6	-43.6
Good	42.6	40.5	49.5	-4.9	22.2
Average	9.0	5.0	6.5	-44.4	30.0
Poor	0.6	0.0	0.3	-100.0	0.0
Unknown / n.a.	37.3	39.0	35.4	4.6	-9.2
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		
<b>QUALITY OF SERVICE</b>					
Excellent	41.1	48.0	30.3	16.8	-36.9
Good	51.8	45.1	61.8	-12.9	37.0
Average	2.9	3.7	3.8	27.6	2.7
Poor	0.3	0.3	0.4	0.0	33.3
Unknown / n.a.	3.9	2.9	3.7	-25.6	27.6
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		

Source: Tourist Survey - Central Bureau of Statistics - Aruba

**Ratings of excellence of Satisfaction - 2<sup>nd</sup> Qtrs.**



**AGREEMENT OR DISAGREEMENT OF THE VISITORS WITH THE FOLLOWING STATEMENTS 2nd Qtr**

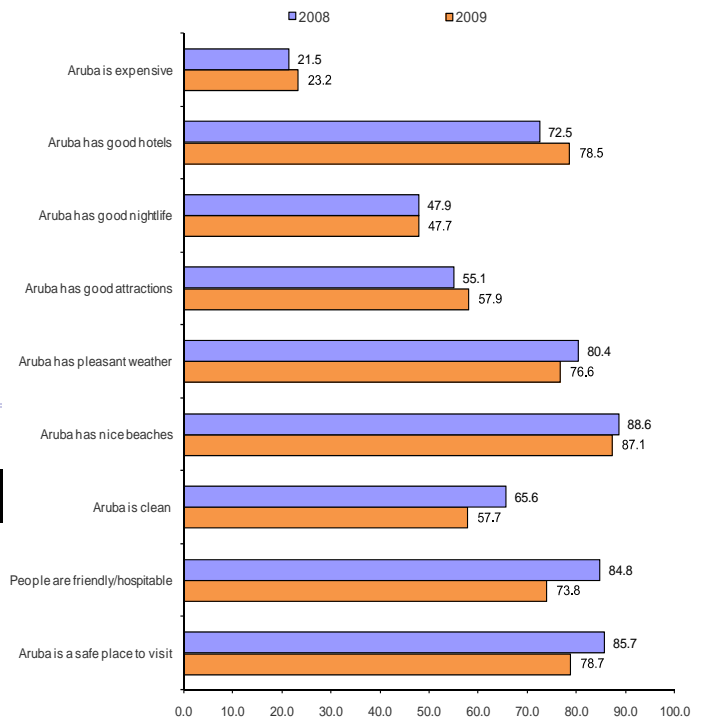
	Strongly Agree			Disagree		Don't Know
	Agree	Neither	Disagree	Strongly Disagree		
<b>2008</b>						
Aruba is a safe place to visit	85.7	13.7	0.0	0.4	0.0	0.0
People are friendly/hospitable	84.8	14.0	0.8	0.4	0.0	0.0
Aruba is clean	65.6	18.7	11.1	3.7	0.6	0.0
Aruba has nice beaches	88.6	10.8	0.2	0.1	0.0	0.2
Aruba has pleasant weather	80.4	18.3	0.7	0.4	0.0	0.0
Aruba has good attractions	55.1	23.0	4.4	0.7	0.0	15.7
Aruba has good nightlife	47.9	19.2	11.5	1.9	0.0	18.5
Aruba has good hotels	72.5	25.5	0.5	0.0	0.0	0.7
Aruba is expensive	21.5	37.2	28.0	12.8	0.2	0.2
<b>2009</b>						
Aruba is a safe place to visit	78.7	20.5	0.1	0.4	0.2	0.1
People are friendly/hospitable	73.8	23.0	1.2	1.5	0.1	0.4
Aruba is clean	57.7	30.5	7.7	3.6	0.2	0.4
Aruba has nice beaches	87.1	12.4	0.0	0.0	0.0	0.5
Aruba has pleasant weather	76.6	21.2	1.6	0.4	0.0	0.3
Aruba has good attractions	57.9	27.3	1.9	0.4	0.0	12.4
Aruba has good nightlife	47.7	21.1	8.9	0.8	0.0	21.4
Aruba has good hotels	78.5	19.0	0.4	0.0	0.0	2.1
Aruba is expensive	23.2	32.2	18.2	26.1	0.1	0.2

Source: Tourist Survey - Central Bureau of Statistics - Aruba

**RATING FROM 1 TO 10 OF OVERALL VISIT TO ARUBA: 2<sup>nd</sup> Qtr. 2008 & 2009**

	Qtr. 2	Qtr. 2	Qtr. 2	% change	% change
	2007	2008	2009	08/07	09/08
4	0.1	0.2	0.1	100.0	-50.0
5	0.6	0.3	0.2	-50.0	-33.3
6	0.8	0.4	0.9	-50.0	125.0
7	9.5	5.8	3.6	-38.9	-37.9
8	30.0	31.2	24.9	4.0	-20.2
9	34.2	38.1	38.0	11.4	-0.3
10	24.6	23.9	32.1	-2.8	34.3
<b>Mean</b>	<b>8.70</b>	<b>8.78</b>	<b>8.95</b>	<b>0.9</b>	<b>1.9</b>

Source: Tourist Survey - Central Bureau of Statistics - Aruba

**Statements which visitors strongly agree with in the 2<sup>nd</sup> Qtrs.**

**4. MONEY ASPECTS OF THE VISITORS**
**AVERAGE DAILY EXPENDITURE SPENT IN ARUBA PER PERSON PER CATEGORY<sup>1)</sup> (In US\$)**

	Qtr. 2	Qtr. 2	Qtr. 2	Qtr. 2	Qtr. 2	% change	% change
	2005	2006	2007	2008	2009	08/07	09/08
Accommodation <sup>2)</sup>	31.48	27.39	22.63	14.82	17.28	-34.5	16.6
Food & beverage	30.16	32.43	27.93	27.97	27.87	0.1	-0.4
Groceries / sundries	3.05	4.01	4.28	4.23	4.59	-1.2	8.5
Entertainment / recreation	8.84	9.93	8.19	6.68	7.58	-18.4	13.5
Taxis	3.20	3.55	3.60	3.23	3.52	-10.3	9.0
Car rental	4.17	4.71	5.77	5.40	5.38	-6.4	-0.4
Public transportation	0.29	0.26	0.19	0.23	0.23	21.1	0.0
Tax free shopping	3.82	3.68	1.93	2.37	1.79	22.8	-24.5
Shopping	13.73	17.20	16.42	21.50	19.11	30.9	-11.1
Casinos	10.43	10.56	10.09	8.75	8.17	-13.3	-6.6
Internet/Telephone	0.81	0.64	0.39	0.20	0.15	-48.7	-25.0
Other <sup>3)</sup>	0.46	5.30	0.58	1.76	2.73	203.4	55.1
<b>Total (In US\$)</b>	<b>117.18</b>	<b>120.90</b>	<b>101.13</b>	<b>96.23</b>	<b>98.91</b>	<b>-4.8</b>	<b>2.8</b>

Source: Tourist Survey - Central Bureau of Statistics - Aruba

Notes: ( Note 1 apply to all expenditures mentioned in the tables regarding expenditures)

- The expenditures above mentioned are expenditures that were made while the visitors were IN ARUBA, excluding anything spent on pre-paid package outside of Aruba.
- The expenditure category "accommodation" does not include any expenses made on a pre-paid package for accommodation.
- The expenditures belonging to the category "other" also includes expenditures which are unknown or that could not be specified by the interviewed visitors. For this reason the amount does not represent expenditures belonging to the category "other" only.

**AVERAGE DAILY EXPENDITURE BY PLACE OF RESIDENCE<sup>1)</sup> (In US\$)**

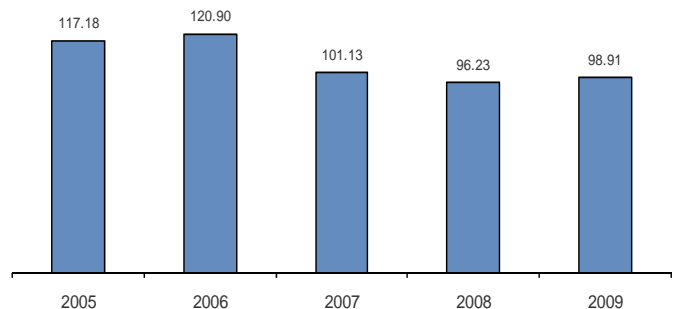
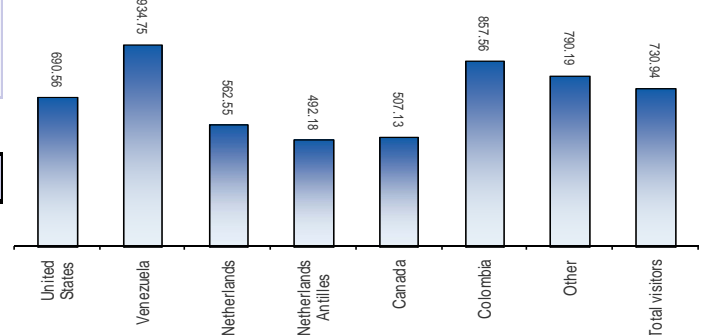
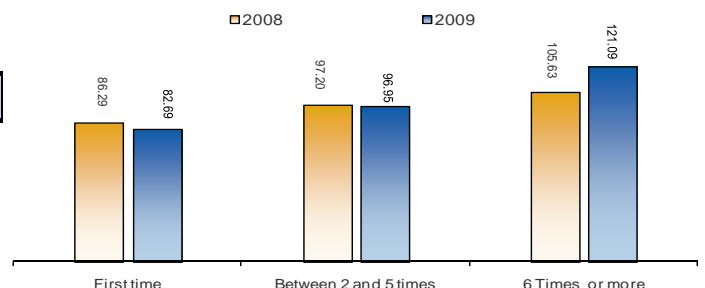
	Qtr. 2	Qtr. 2	Qtr. 2	Qtr. 2	Qtr. 2	% change	% change
	2005	2006	2007	2008	2009	08/07	09/08
United States	125.00	123.29	104.34	100.47	94.21	-3.7	-6.2
Venezuela	145.15	161.85	117.60	125.60	179.07	6.8	42.6
Netherlands	49.78	51.48	50.91	56.31	48.96	10.6	-13.1
Netherlands Antilles	82.07	133.21	137.09	100.92	93.04	-26.4	-7.8
Canada	75.91	94.04	59.01	59.50	65.10	0.8	9.4
Colombia	71.15	133.71	115.40	70.27	135.69	-39.1	93.1
Other	86.94	105.35	76.08	61.79	86.93	-18.8	40.7
<b>Total visitors</b>	<b>117.18</b>	<b>120.90</b>	<b>101.13</b>	<b>96.23</b>	<b>98.91</b>	<b>-4.8</b>	<b>2.8</b>

Source: Tourist Survey - Central Bureau of Statistics - Aruba

**AVERAGE DAILY EXPENDITURE BY NUMBER OF VISITS TO ARUBA<sup>1)</sup> (In US\$)**

	Qtr. 2	Qtr. 2	Qtr. 2	Qtr. 2	Qtr. 2	% change	% change
	2005	2006	2007	2008	2009	08/07	09/08
First time	115.85	117.32	96.93	86.29	82.69	-11.0	-4.2
Between 2 and 5 times	117.72	130.16	98.51	97.20	96.95	-1.3	-0.3
6 Times or more	119.44	117.45	108.56	105.63	121.09	-2.7	14.6

Source: Tourist Survey - Central Bureau of Statistics - Aruba

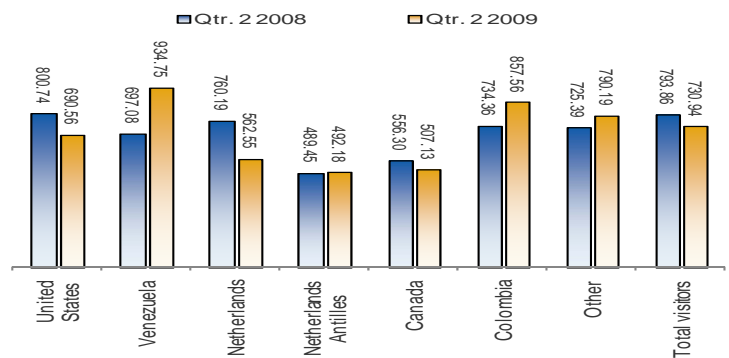
**Average Daily Expenditure - 2<sup>nd</sup> Qtrs.**

**Average Expenditure by place of Residence - 2<sup>nd</sup> Qtr. 2009**

**Average Daily Expenditure by number - 2<sup>nd</sup> Qtr.**


**AVERAGE EXPENDITURE PER PERSON PER TRIP BY THE MAJOR MARKETS <sup>1)</sup> (In US\$)**

	Qtr. 2 2005	Qtr. 2 2006	Qtr. 2 2007	Qtr. 2 2008	Qtr. 2 2009	% change 08/07	% change 09/08
United States	885.00	865.50	751.26	800.74	690.56	6.6	-13.8
Venezuela	950.73	941.97	732.65	697.08	934.75	-4.9	34.1
Netherlands	708.87	612.61	619.04	760.19	562.55	22.8	-26.0
Netherlands Antilles	508.83	536.84	652.55	489.45	492.18	-25.0	0.6
Canada	592.86	625.37	828.46	556.30	507.13	-32.9	-8.8
Colombia	863.76	881.15	757.05	734.36	857.56	-3.0	16.8
Other	1,018.07	1,073.52	1,095.58	725.39	790.19	-33.8	8.9
<b>Total visitors</b>	<b>901.11</b>	<b>877.73</b>	<b>797.91</b>	<b>793.86</b>	<b>730.94</b>	-0.5	-7.9

Source: Tourist Survey - Central Bureau of Statistics - Aruba

**Average Daily Expenditure by number  
2<sup>nd</sup> Qtr. 2008 vs 2009**



**HOTEL RELATED STATISTICS**

	Qtr. 2 2005	Qtr. 2 2006	Qtr. 2 2007	Qtr. 2 2008	Qtr. 2 2009	% change 08/07	% change 09/08
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**Hotel :**

Occupancy	85.6%	72.8%	70.5%	70.1%	66.5%	-3.2	-0.6
Average Daily Rate	\$151.25	\$173.94	\$168.91	\$166.03	\$163.50	-2.9	-1.7
Revenue per available room	\$129.44	\$126.70	\$119.06	\$116.32	\$108.66	-6.0	-2.3

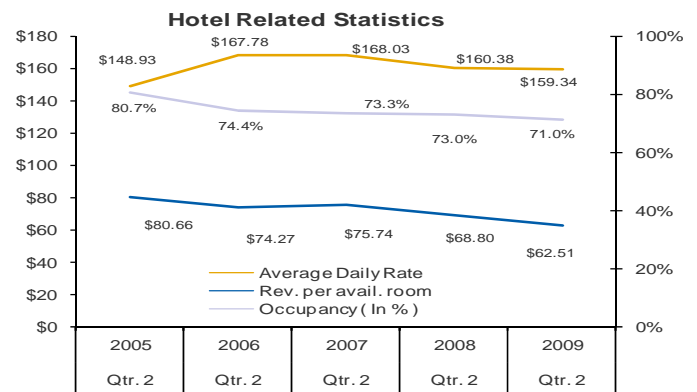
**Timeshare :**

Occupancy	74.3%	76.1%	77.2%	76.4%	74.7%	1.4	-1.0
Average Daily Rate	\$128.94	\$127.46	\$157.51	\$116.78	\$133.74	23.6	-25.9
Revenue per available room	\$16.80	\$15.82	\$13.30	\$12.54	\$14.90	-15.9	-5.7

**Total :**

Occupancy (In %)	80.7%	74.4%	73.3%	73.0%	71.0%	-1.5	-0.4
Average Daily Rate	\$148.93	\$167.78	\$168.03	\$160.38	\$159.34	0.1	-4.6
Rev. per avail. room	\$80.66	\$74.27	\$75.74	\$68.80	\$62.51	2.0	-9.2
Net Room Revenue	47,610,145	45,026,901	46,460,949	45,738,674	42,702,187	3.2	-1.6

Source: Central Bureau of Statistics - Aruba

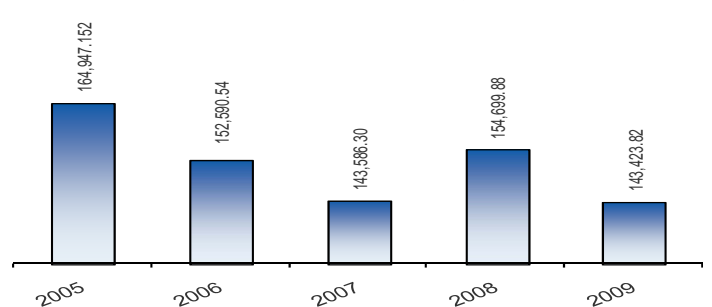


**TOURISM EXPENDITURE IN ARUBA BY THE MAJOR MARKETS <sup>1)</sup> (In 1,000 US dollars)**

	Qtr.2 2005	Qtr.2 2006	Qtr.2 2007	Qtr.2 2008	Qtr.2 2009	% change 08/07	% change 09/08
United States	124,776.15	111,504.42	98,041.81	113,151.70	94,133.59	15.4	-16.8
Venezuela	10,119.60	11,838.64	9,827.82	11,781.96	19,089.37	19.9	62.0
Netherlands	6,791.66	5,268.46	5,163.37	7,747.85	5,064.64	50.1	-34.6
Nethl. Antilles	2,556.89	2,538.70	4,049.73	2,483.96	2,625.30	-38.7	5.7
Canada	2,427.16	2,372.64	2,797.72	2,981.23	2,387.06	6.6	-19.9
Colombia	2,060.93	3,189.76	3,013.83	2,262.55	3,736.39	-24.9	65.1
Other	8,106.87	12,562.29	15,480.60	8,141.76	11,471.24	-47.4	40.9
<b>Total visitors</b>	<b>164,947.152</b>	<b>152,590.54</b>	<b>143,586.30</b>	<b>154,699.88</b>	<b>143,423.82</b>	<b>7.7</b>	<b>-7.3</b>

Source: Tourist Survey - Central Bureau of Statistics - Aruba

**Tourism Expenditure by major  
markets - 2<sup>nd</sup> Qtrs.**

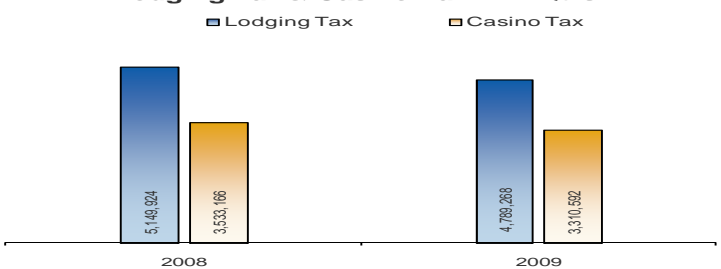


**LODGING TAX**

	2005	2006	2007	2008	2009	% change 08/07	% change 09/08
Quarter 1	5,902,498	5,862,994	5,956,300	6,697,200	5,965,106	1.6	12.4
Quarter 2	5,161,686	4,959,012	4,618,770	5,149,924	4,789,268	-6.9	11.5
Quarter 3	4,096,634	3,976,002	3,926,937	4,573,267		-1.2	
Quarter 4	3,660,696	3,500,196	4,036,843	3,733,046		15.3	
<b>Total</b>	<b>18,821,514</b>	<b>18,298,204</b>	<b>18,538,850</b>	<b>20,153,438</b>		<b>1.3</b>	

Source: Tax collector's office

**Lodging Tax & Casino Tax - 2<sup>nd</sup> Qtrs.**

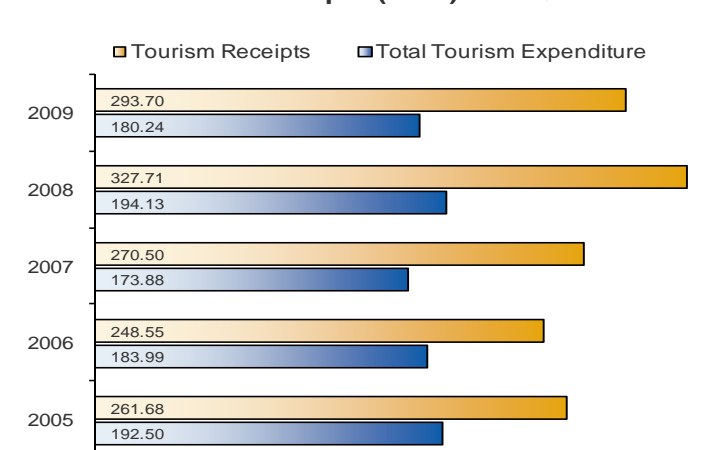


**CASINO TAX**

	2005	2006	2007	2008	2009	% change 08/07	% change 09/08
Quarter 1	3,938,285	4,840,232	3,894,134	4,555,196	5,960,950	-19.5	17.0
Quarter 2	2,773,033	2,888,727	3,476,926	3,533,166	3,310,592	20.4	1.6
Quarter 3	2,354,088	2,514,133	2,718,991	2,917,397		8.1	
Quarter 4	3,270,758	2,711,238	3,614,415	2,935,047		33.3	
<b>Total</b>	<b>12,336,164</b>	<b>12,954,330</b>	<b>13,704,466</b>	<b>13,940,806</b>		<b>5.8</b>	

Source: Tax collector's office

**Estimated total tourism expenditure (CBS)  
vs. Tourism receipts (CBA) - 2<sup>nd</sup> Qtrs.**



**ESTIMATED TOTAL TOURISM EXPENDITURE <sup>1)</sup> (In 1,000 US dollars)**

	2005	2006	2007	2008	2009	% change 08/07	% change 09/08
Quarter 1	246,518.69	218,088.59	195,631.55	249,781.95	212,486.25	-10.3	27.7
Quarter 2	192,500.67	183,991.98	173,884.12	192,096.47	180,241.68	-5.5	10.5
Quarter 3	198,843.22	156,356.46	173,968.62	226,288.64		11.3	
Quarter 4	182,092.73	158,735.69	192,372.46	189,953.68		21.2	
<b>Total</b>	<b>819,955.31</b>	<b>717,172.71</b>	<b>735,856.75</b>	<b>858,120.74</b>		<b>2.6</b>	

Source: Tourist Survey - Central Bureau of Statistics - Aruba

<sup>1)</sup> For further explanation on estimated total tourism expenditure refer to methodology which is available upon request at the CBS

**TOURISM RECEIPTS (In 1,000,000 US dollars)**

	2005	2006	2007	2008	2009	% change 08/07	% change 09/08
Quarter 1	318.44	317.77	339.33	418.60	374.47	6.8	23.4
Quarter 2	261.68	248.55	270.50	326.65	293.07	8.8	20.8
Quarter 3	241.73	234.80	294.64	319.44		25.5	
Quarter 4	269.22	269.78	349.39	345.70		29.5	
<b>Total</b>	<b>1,091.06</b>	<b>1,070.89</b>	<b>1,253.80</b>	<b>1,410.39</b>		<b>17.1</b>	

Source: Central Bank of Aruba