

Tourism Division – C.B.S.

Types of information available:

- 🌐 Administrative data...
- 🌐 Collection of hotel information...
- 🌐 Visitor Survey information ...

Tourism Division – C.B.S.

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Administrative data

■ Visitor Nights	}	Aruba Tourism Authority (ATA)
■ Stay-over Visitors		
■ Visitors by Carrier		
■ Cruise Passengers	}	Cruise Tourism Authority (CTA)
■ Cruise Calls		
■ Crew Members		
■ Airport Traffic	}	Department of Immigration
■ Airport Landings		
■ Tourism Receipts	}	Central Bank of Aruba (CBA)
■ Lodging Tax	}	SIAD (Tax collectors office)
■ Casino Tax		

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Administrative data

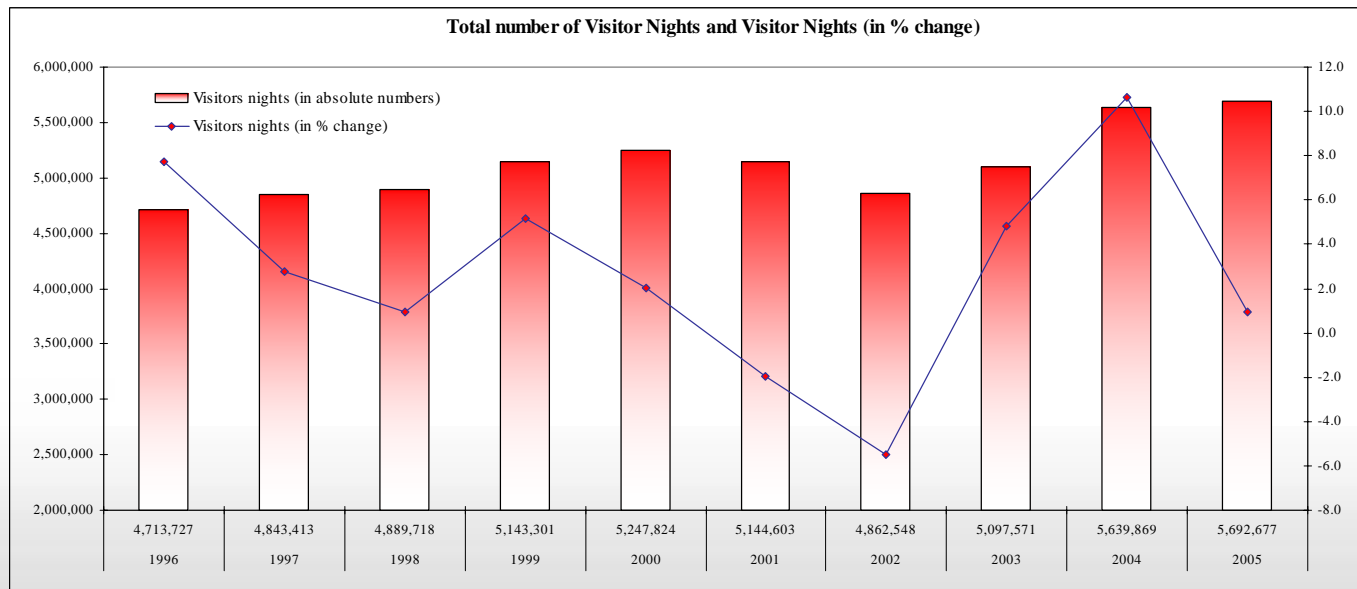
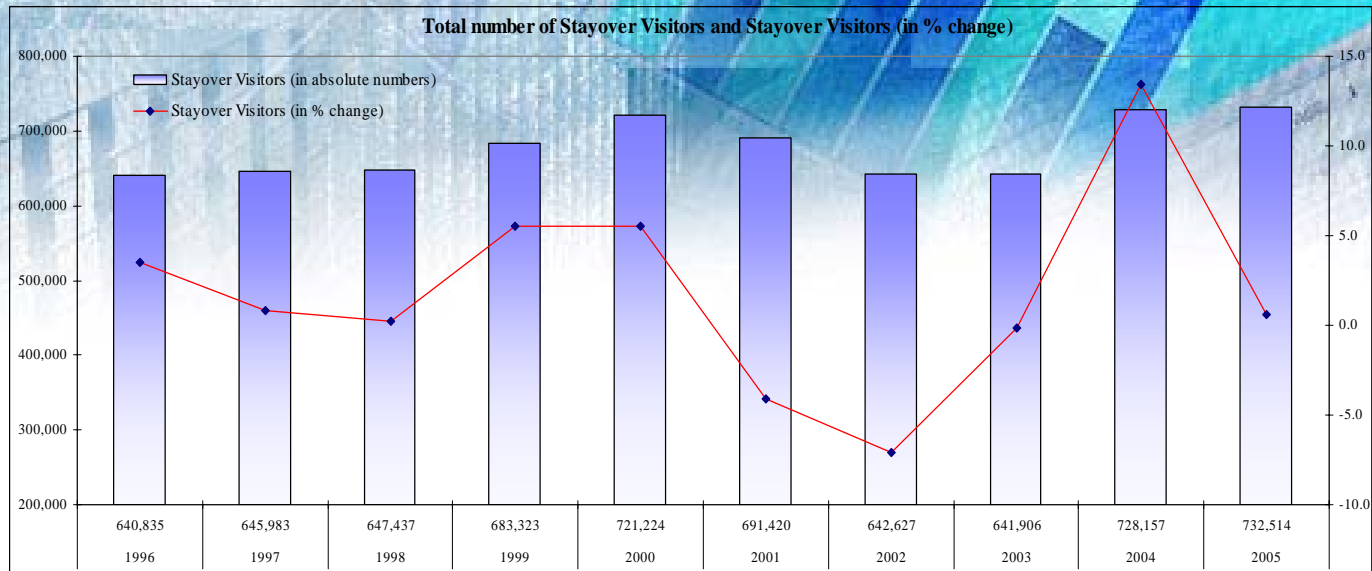
(International data gathered)

- Arrivals in the Caribbean
- Cruise passengers to the Caribbean
- Cruise calls to the Caribbean
- Estimates of Visitor Expenditures
- Number of Rooms in the Caribbean
- Occupancies in the Caribbean

Caribbean Tourism Organization
(CTO)

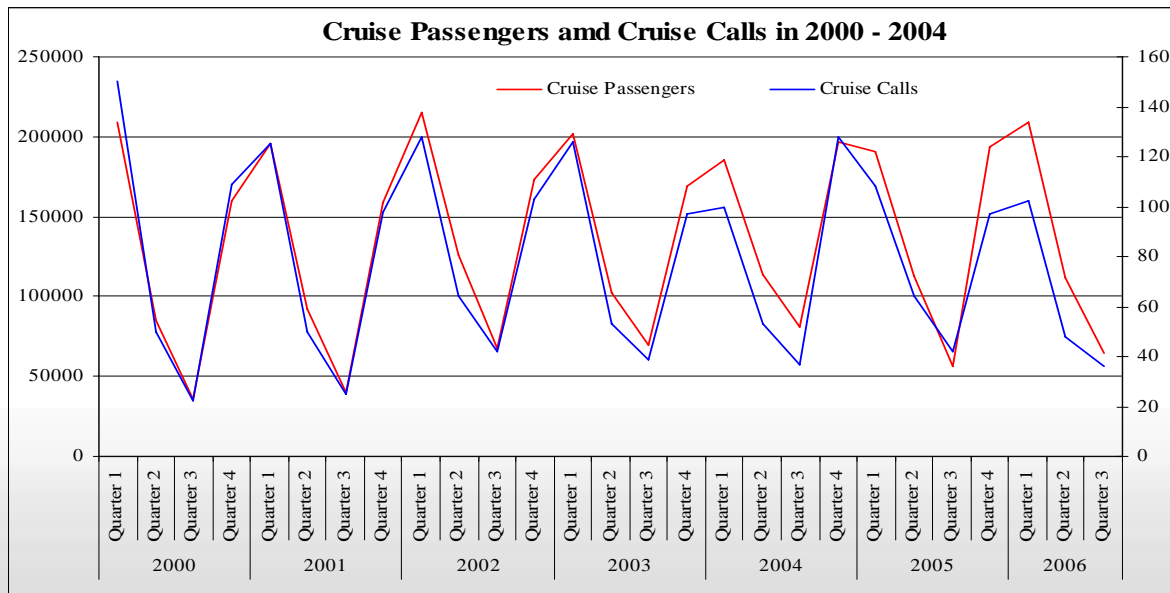
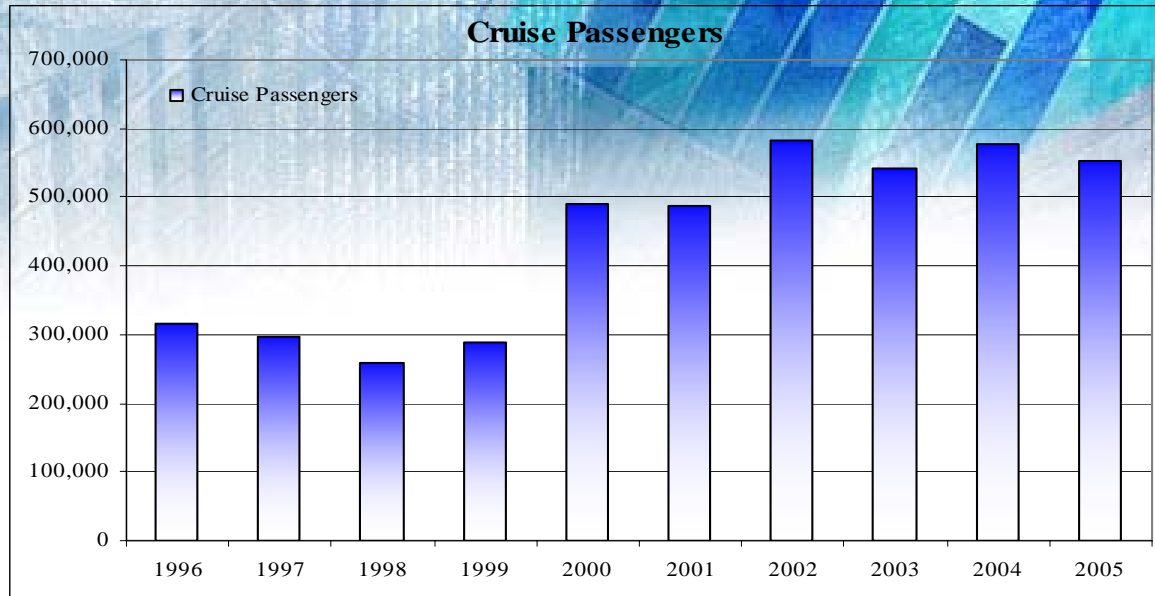
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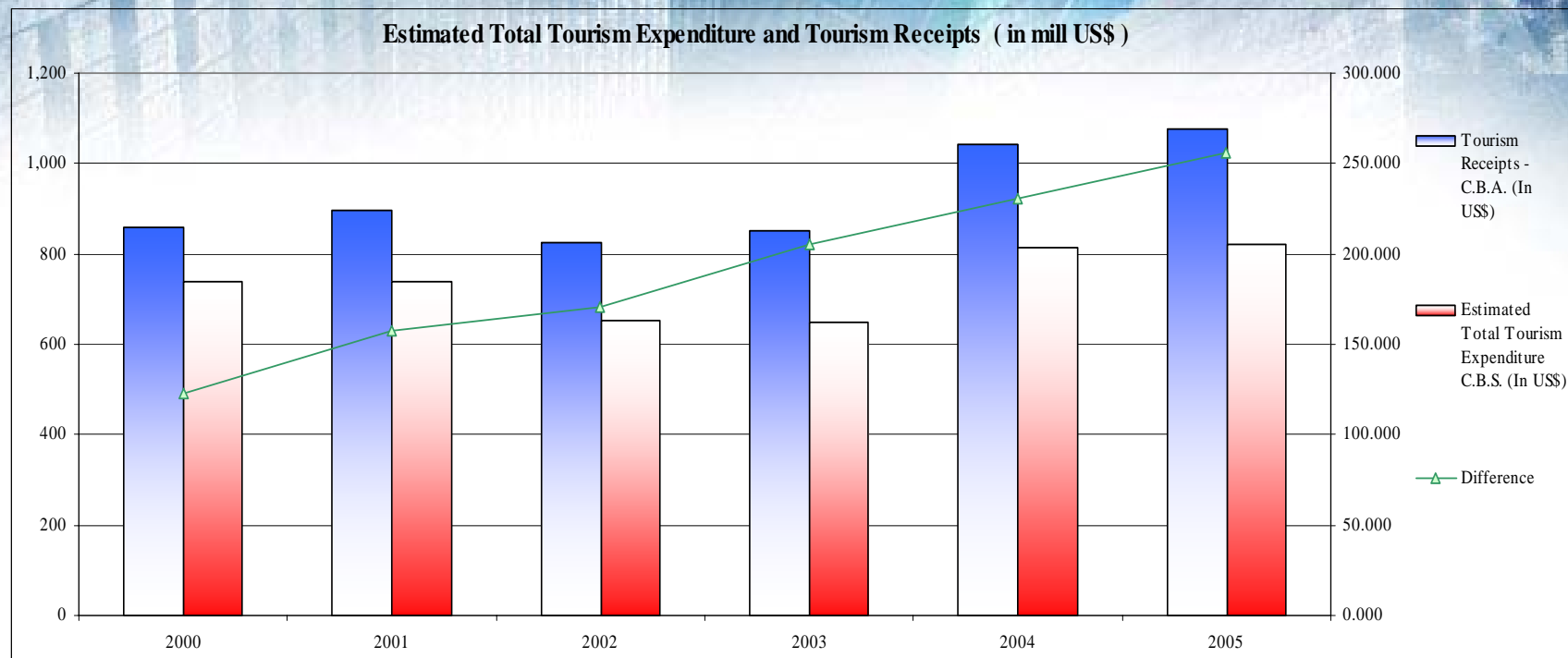
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Collection of Hotel Information

(all AHATA members)

- Occupancy
- Average Daily Rate (ADR)
- Revenue per available Room (Revpar)
- Total Room Revenue
- Number of Hotel Rooms
- Occupied Room Nights
- Available Room Nights

Hotel Forms:

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Central Bureau of Statistics

L.G. Smith Boulevard # 160

Oranjestad - Aruba

Contact person: Louisette Christiaans-Yarzagaray / Marlene Barendregt Croes

Tel: 583-7433 / Fax: 583-8057 / e-mail: hotelreport@cbs.aw / Mcroes@cbs.aw

STRICTLY CONFIDENTIAL

Only for internal use

MONTHLY REPORTING FORM RESORTS - HOTELS - APARTMENTS

Name of Establishment: _____

Total number of rooms: _____

Reporting Calendar Month: _____

ROOM STATISTICS

1. Total Net Room Revenue, including service charge,
and net of rebates / wholesale commission: US\$

2. Total room nights of occupied rooms: *

3. Total room nights of non-revenue rooms
which are vacant or out of order:

4. Total number of guests

TOTAL ROOM NIGHTS - Question 2+3 (=Available rooms*days in the month)

* Note: The total amount of nights the rooms were occupied by guests (paid or complimentary).

Name: _____ Position: _____

Signature: _____ Date: _____

IMPORTANT: PLEASE RETURN BY THE 5 TH OF THE MONTH.



Central Bureau of Statistics

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MONTHLY REPORTING FORM TIME-SHARE RESORTS

Name of Establishment: _____

Total number of rooms: _____

Reporting Calendar Month: _____

ROOM STATISTICS

1. Total Net Room Revenue, including service charge,
and net of rebates / wholesale commission: US\$

2. Total room nights of occupied rooms: *

3. Total room nights of non-revenue rooms
which are vacant or out of order:

4. Total number of guests:

TIME-SHARE UNITS

5. Total room nights of units occupied by owner:

6. Total room nights of units occupied by exchange:

7. Total room nights of units put into rental program / pool:

8. Total room nights of no-show units:

TOTAL ROOM NIGHTS - Question 2 + 3 + 5 + 6 + 8 (=Available rooms*days in the month)

* Note: The total amount of nights the rooms were occupied by guests (paid or complimentary).

Name: _____ Position: _____

Signature: _____ Date: _____

IMPORTANT: PLEASE RETURN BY THE 5 TH OF THE MONTH.

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The data:

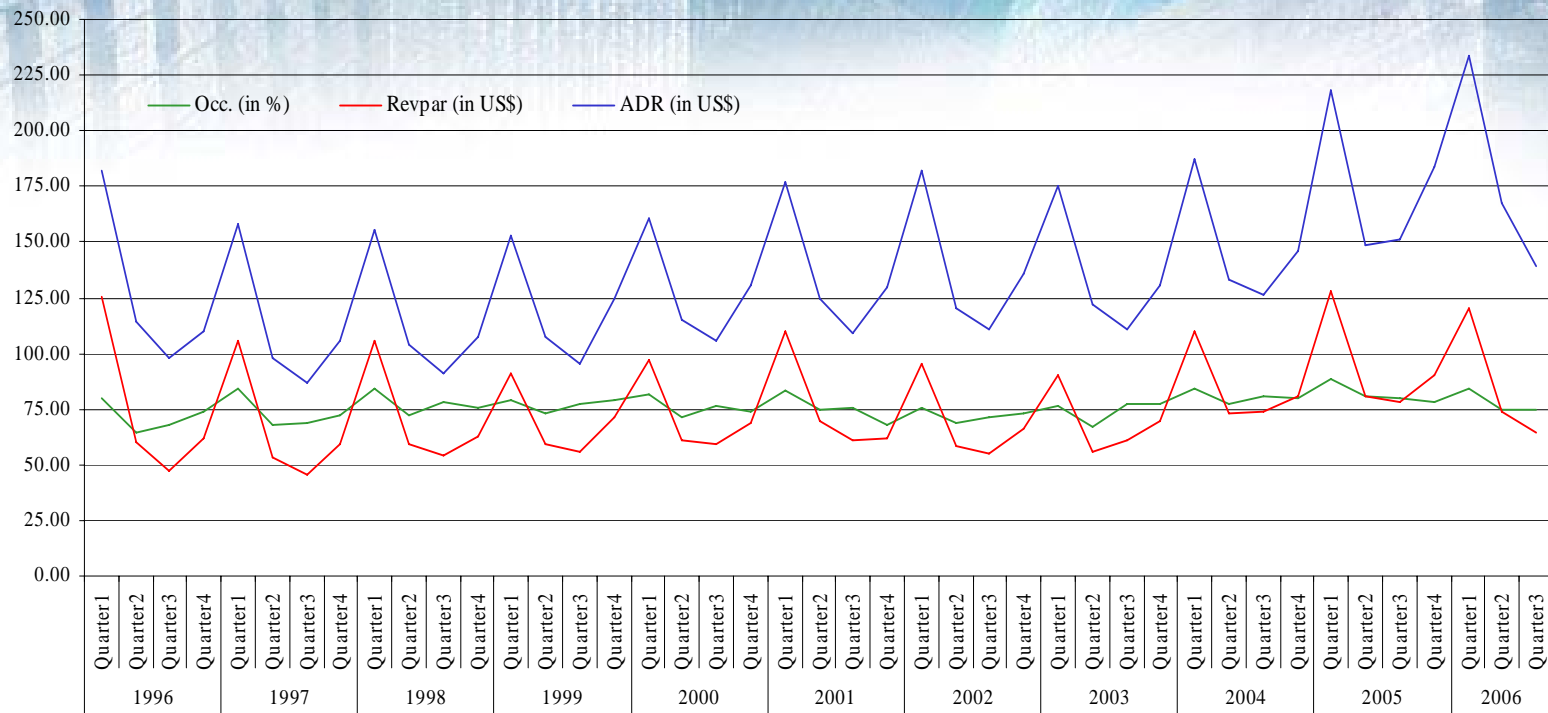
ROOM STATISTICS

OCCUPANCY				ADR			REVPAR		
	TOTAL	HOTEL	TIMESHARE	TOTAL	HOTEL	TIMESHARE	TOTAL	HOTEL	TIMESHARE
2000 Quarter1	81.5	82.3	81.5	160.64	164.62	138.54	97.38	134.25	34.62
Quarter2	71.7	72.4	70.4	115.31	115.62	113.28	60.97	83.73	21.30
Quarter3	76.8	77.3	75.8	105.81	107.02	97.44	59.32	82.73	18.90
Quarter4	73.7	72.8	75.0	130.58	134.33	103.71	69.03	97.97	18.45
2001 Quarter1	83.6	83.8	82.9	176.62	180.55	150.37	110.00	151.64	34.33
Quarter2	75.0	76.5	72.1	124.22	126.70	107.34	69.47	97.06	21.13
Quarter3	75.7	77.6	72.1	109.26	111.00	96.22	61.05	86.21	17.30
Quarter4	68.2	64.8	70.0	129.51	133.45	100.47	61.51	86.62	15.14
2002 Quarter1	75.8	74.0	78.9	182.07	185.72	152.66	95.54	137.44	23.92
Quarter2	68.3	68.4	68.1	123.76	121.28	113.78	59.67	83.02	16.16
Quarter3	71.0	70.5	71.6	110.50	112.57	97.23	54.49	79.44	13.74
Quarter4	72.5	69.2	79.1	135.03	137.78	118.93	66.48	95.23	16.72
2003 Quarter1	76.3	74.8	79.1	175.56	178.01	165.65	90.21	132.88	21.45
Quarter2	66.9	64.7	70.6	121.78	124.24	101.61	55.76	80.36	14.40
Quarter3	77.6	80.8	73.2	110.46	111.55	92.36	61.34	89.79	13.64
Quarter4	76.9	77.1	76.7	130.62	130.42	114.64	69.71	100.48	16.25
2004 Quarter1	84.5	87.1	80.3	187.61	184.33	188.36	109.55	160.60	20.48
Quarter2	77.3	80.1	72.1	133.19	128.46	121.08	72.90	103.29	15.29
Quarter3	80.9	85.7	70.5	126.02	123.94	112.67	73.56	106.28	14.29
Quarter4	80.0	80.5	73.5	146.31	138.72	108.55	80.40	111.98	16.51
2005 Quarter1	88.1	91.20	83.60	217.89	212.53	215.41	128.39	193.80	25.72
Quarter2	80.7	85.60	74.30	148.93	148.44	128.94	80.66	127.04	16.80
Quarter3	79.6	81.70	76.50	151.29	149.87	138.02	78.04	122.67	16.70
Quarter4	77.9	76.30	78.90	184.12	188.08	143.94	90.29	143.15	15.26
2006 Quarter1	84.3	82.2%	87.1%	233.93	242.21	168.77	119.94	198.91	21.87
Quarter2	74.4	77.6%	81.6%	167.83	210.71	155.31	74.21	163.43	18.39
Quarter3	74.7	73.8%	75.7%	138.94	143.75	107.28	64.12	106.09	14.28
Quarter4									
	TOTAL	HOTEL	TIMESHARE	TOTAL	HOTEL	TIMESHARE	TOTAL	HOTEL	TIMESHARE
1996	71.5	68.5	78.2	127.25	132.98	103.45	71.79	91.08	33.76
1997	73.4	73.4	77.0	114.65	114.66	114.60	65.94	81.86	31.43
1998	77.6	77.6	77.5	116.47	115.94	119.66	70.71	90.01	31.37
1999	77.0	79.7	73.1	121.08	122.44	114.37	69.34	97.58	27.38
2000	75.9	76.2	75.7	128.71	130.81	115.07	71.54	99.43	23.28
2001	75.6	75.7	74.2	136.01	138.89	115.71	75.32	105.25	21.78
2002	71.9	70.5	73.4	138.61	140.74	121.31	69.04	99.29	17.61
2003	74.4	74.3	74.9	134.23	136.19	117.09	69.18	100.97	16.42
2004	80.7	83.8	75.5	148.68	149.71	137.21	84.15	125.50	16.78
2005	81.7	83.9	78.3	177.05	179.05	157.63	94.99	150.18	18.66

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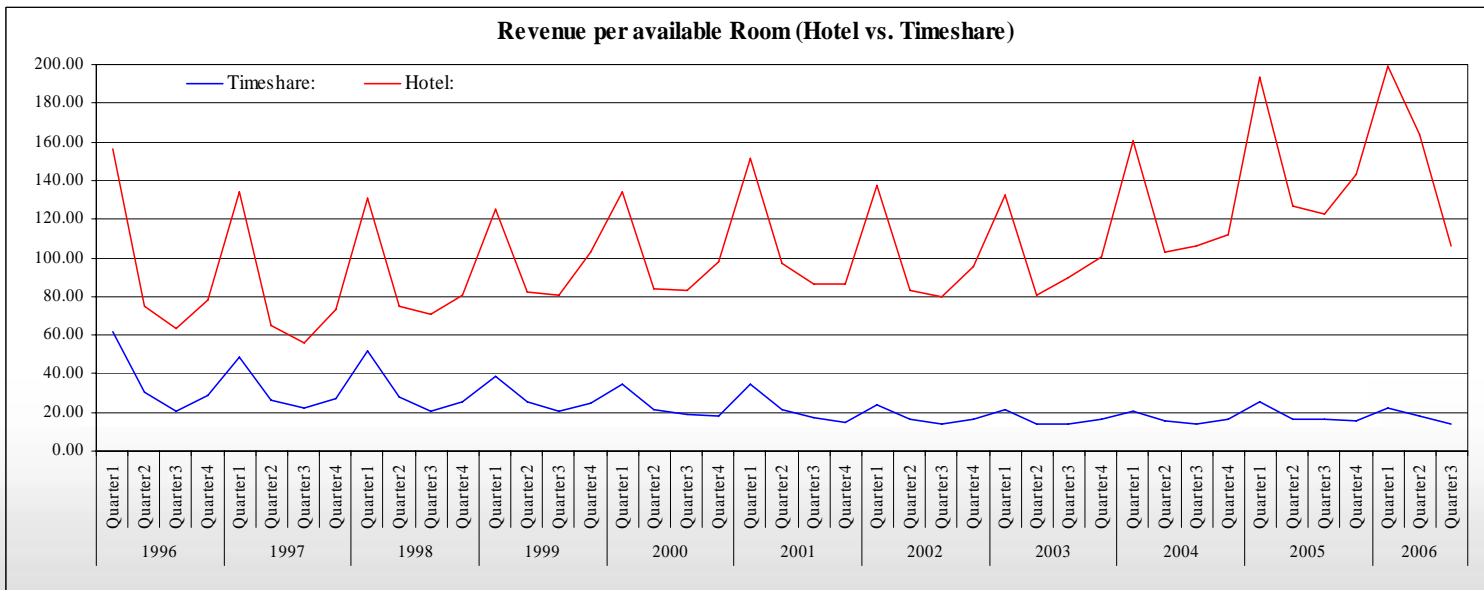
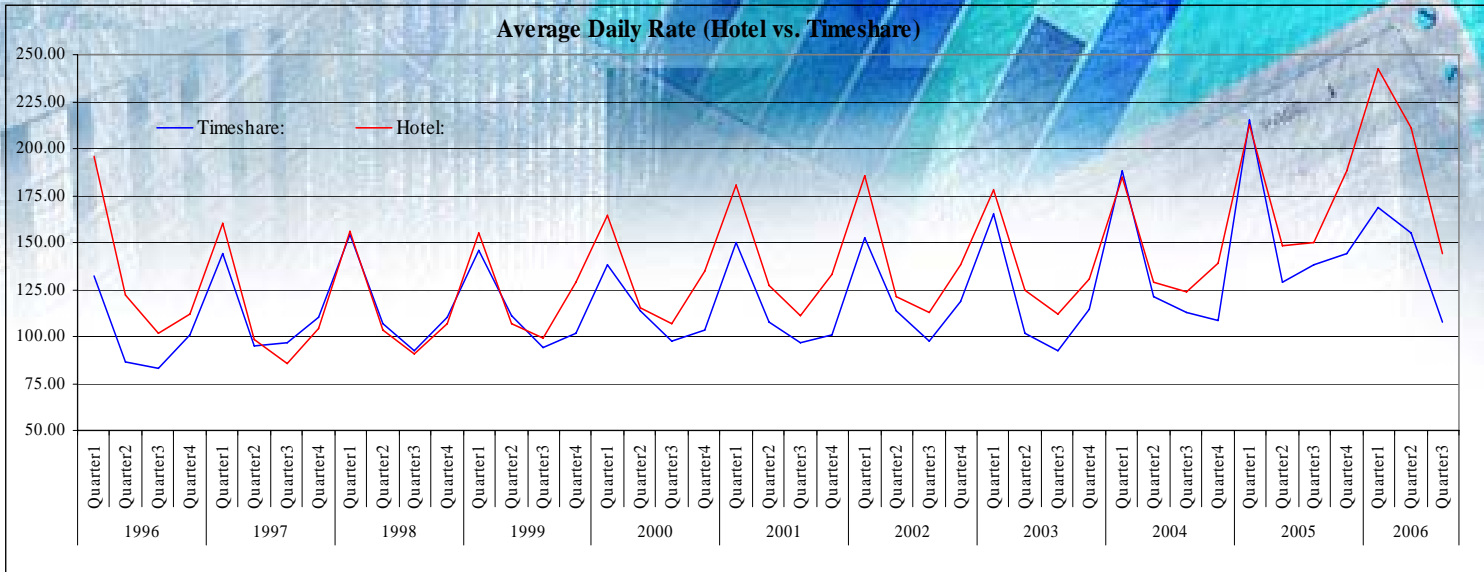
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Total Accommodation Related Statistics / Indicators (Trends) 1996 - 2005



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Visitor Survey

- Highlights (most important developments)
- Visitor Profile (age, household income, occupation, method of booking, prior visit with cruise)
- Behavior of the visitors (purpose of visit, number of visit, type of accommodation, travel arrangement, etc)
- Satisfaction of the visitors (ratings, likes, dislikes)
- Money Aspects of the visitors (average expenditure, estimated total expenditure)

<h1 style="margin: 0;">Visitor Survey 2006</h1> <p style="margin: 0;">Central Bureau of Statistics / Ministry of Finance and Economic Affairs L.G. Smith Boulevard 160, Oranjestad. Tel: 583-7433 / Fax: 583-8057 E-mail: cbs@setarnet.aw</p>	
Form I : Visitors leaving by Air	
<p>Attentie!</p> <p>a. Vul de antwoorden in de wit gelaten hokjes van de vragenlijst en met potlood.</p> <p>b. Volg goed de aanwijzingen met pijltjes en de aanduidingen voor sprongen</p> <p>c. Indien de respondent geen antwoord wil geven op een vraag, vul dan "V" in alle corresponderende hokjes of leeg laten.</p>	<p>YEAR: 2 0 0 6 MONTH: </p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Examples:</p> <p>To indicate <input checked="" type="checkbox"/></p> <p>Figures 3, 2, 7, 5</p> <p>Writing ARUBA</p> </div>
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <h2 style="margin: 0;">Confidential</h2> </div>	
A. Characteristics of the visitor	
<p>A1 What was the main purpose of your visit to Aruba?</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input type="checkbox"/> Vacation <input type="checkbox"/> Honeymoon <input type="checkbox"/> Incentive / Award <input type="checkbox"/> Visit Friend / Relative <input type="checkbox"/> Golf <input type="checkbox"/> Other → Specify: </div> <div style="width: 45%;"> <input type="checkbox"/> Business & Leisure <input type="checkbox"/> Business Only / Convention / Conference <input type="checkbox"/> Wedding (Write in block letters!) </div> </div>	<p>A3a Which of the following sources of information was the single most important source in making your decision to visit Aruba? (Please check only one!)</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input type="checkbox"/> Friends / Relatives <input type="checkbox"/> Travel Agent <input type="checkbox"/> Newspaper / Magazine <input type="checkbox"/> Television / Radio <input type="checkbox"/> Internet <input type="checkbox"/> Cruise Ship </div> <div style="width: 45%;"> <input type="checkbox"/> Business (Work) <input type="checkbox"/> Tourist Board <input type="checkbox"/> Repeat visit <input type="checkbox"/> Other → Specify: </div> </div>
<p>A2 What is your place of residence? (Please check only one!)</p> <div style="display: flex; align-items: center;"> <input type="checkbox"/> United States → → State Code: Zip Code: </div> <div style="margin-top: 10px;"> <input type="checkbox"/> Venezuela <input type="checkbox"/> The Netherlands <input type="checkbox"/> Brazil (Write in block letters!) <input type="checkbox"/> Netherlands Antilles → Island: <input type="checkbox"/> Canada <input type="checkbox"/> Colombia (Write in block letters!) <input type="checkbox"/> Other → Country: </div>	<p>A5 Where did you stay in Aruba? (Please check only one!)</p> <div style="display: flex; align-items: center;"> <input type="checkbox"/> Hotel → Name: </div> <div style="margin-top: 10px;"> <input type="checkbox"/> Guest House / Apartment / Villa Go to question A7 <input type="checkbox"/> Friend / Relative <input type="checkbox"/> Other → Specify: <input type="checkbox"/> Timeshare Resort → Name: Go to question A6 </div>
<p>A3 How many times have you been to Aruba?</p> <div style="display: flex; justify-content: space-around;"> <input type="checkbox"/> First time <input type="checkbox"/> 2-5 times <input type="checkbox"/> 6 times and up </div>	<p>A6 Is this timeshare owned by you?</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input type="checkbox"/> Yes <input type="checkbox"/> No → Specify: </div> <div style="width: 45%;"> <input type="checkbox"/> Transient (Rented as a Hotel / Walk-in) <input type="checkbox"/> Exchange <input type="checkbox"/> Other: </div> </div>
<p>A4a Have you ever been to Aruba by cruise?</p> <div style="display: flex; justify-content: space-around;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </div>	<p>A7 How many nights did you spend in Aruba?</p> <p>Nights: </p>
<p>A4b Have you visited the Caribbean prior to this visit?</p> <div style="display: flex; justify-content: space-around;"> <input type="checkbox"/> Yes Go to question A4ba <input type="checkbox"/> No Go to question A4c </div>	<p>A8 In which age group are you?</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input type="checkbox"/> Under 20 years <input type="checkbox"/> 20-29 years <input type="checkbox"/> 30-39 years </div> <div style="width: 45%;"> <input type="checkbox"/> 40-49 years <input type="checkbox"/> 50-64 years <input type="checkbox"/> 65 years and over </div> </div>
<p>A4ba If yes, mention the last 2 (two) Caribbean destinations:</p> <div style="margin-top: 10px;"> <div style="border: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; margin-bottom: 5px;"></div> (Write in block letters!) </div>	<p>A9 Person's sex? (by observation!!!)</p> <div style="display: flex; justify-content: space-around;"> <input type="checkbox"/> Male <input type="checkbox"/> Female </div>
<p>A4c Which other Caribbean island would you like to visit?</p> <div style="border: 1px solid black; height: 40px; margin-top: 10px;"></div>	

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- 🌐 Cruise Survey data...
- Highlights (most important developments)
- List of Tables (based on all questions on the questionnaire) Occupancy

C.2. What was the least enjoyable aspect of your trip to Aruba?
(Please check only one's)

<input type="checkbox"/> Shopping	<input type="checkbox"/> Meeting the people of Aruba
<input type="checkbox"/> Beaches	<input type="checkbox"/> Everything
<input type="checkbox"/> Sightseeing	<input type="checkbox"/> Other → Specify: _____
<input type="checkbox"/> Casinos	
<input type="checkbox"/> Weather	

+

Explain why:

C.7. Based on your experience on this vacation so far, which are you most likely to do on your next vacation?

(Please check only one!)

☐ Take another cruise

☐ Visit Aruba for a land-based vacation

☐ Combine a cruise and an Aruba land-based vacation

☐ Visit another Caribbean island for a land-based vacation

☐ Don't know (yet)

☐ Other → Specify: →

END OF FORM
The Central Bureau of Statistics thanks you for your co-operation

A. Characteristics of the visitor																																																													
<p>A.1. Please provide the name of the ship on which you arrived in Aruba and the port from which you departed?</p> <p>Ship: <input style="width: 90%;" type="text"/></p> <p>Port: <input style="width: 90%;" type="text"/> <small>(Write in block letters!)</small></p>	<p>A.7. What influenced you to take this cruise? <small>(Not Aruba!)</small></p> <p><input style="width: 90%;" type="text"/></p>																																																												
<p>A.2. What is your place of residence? <small>(Please check only one!)</small></p> <p><input type="checkbox"/> United States State: <input style="width: 50px;" type="text"/></p> <p><input type="checkbox"/> Canada <small>(Write in block letters!)</small></p> <p><input type="checkbox"/> Europe Country: <input style="width: 100px;" type="text"/></p> <p><input type="checkbox"/> Netherlands Antilles Island: <input style="width: 100px;" type="text"/></p> <p><input type="checkbox"/> South America Country: <input style="width: 100px;" type="text"/></p> <p><input type="checkbox"/> Central America Country: <input style="width: 100px;" type="text"/></p> <p><input type="checkbox"/> Caribbean Country: <input style="width: 100px;" type="text"/></p> <p><input type="checkbox"/> Other Country: <input style="width: 100px;" type="text"/></p>	<p>A.8. What is your marital status?</p> <p><input type="checkbox"/> Never Married <input type="checkbox"/> Divorced</p> <p><input type="checkbox"/> Married <input type="checkbox"/> Legally Separated</p> <p><input type="checkbox"/> Widowed</p>																																																												
<p>A.3. Is this your first cruise to Aruba? +</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>A.9. What is your occupation?</p> <p><input type="checkbox"/> Retired <input type="checkbox"/> House wife (Ama di casa)</p>																																																												
<p>A.4. Including this visit, how many times have you visited Aruba?</p> <p><input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4+</p>	<p>A.10. Please mention the gender and the age of the persons in your traveling party, including yourself?</p> <p style="text-align: center;">M / F M / F M / F M / F M / F</p> <p><small>(Please mark the gender with an X)</small></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;">Gender</td> <td style="width: 10%;"><input type="text"/></td> <td style="width: 10%;"><input type="text"/></td> <td style="width: 10%;"><input type="text"/></td> <td style="width: 10%;"><input type="text"/></td> <td style="width: 10%;"><input type="text"/></td> <td style="width: 10%;"><input type="text"/></td> <td style="width: 10%;"><input type="text"/></td> <td style="width: 10%;"><input type="text"/></td> <td style="width: 10%;"><input type="text"/></td> </tr> <tr> <td>Age</td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td>Person</td> <td>You</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td></td> <td></td> <td></td> <td></td> </tr> </table> <p style="text-align: center;">M / F M / F M / F M / F M / F</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;">Gender</td> <td style="width: 10%;"><input type="text"/></td> <td style="width: 10%;"><input type="text"/></td> <td style="width: 10%;"><input type="text"/></td> <td style="width: 10%;"><input type="text"/></td> <td style="width: 10%;"><input type="text"/></td> <td style="width: 10%;"><input type="text"/></td> <td style="width: 10%;"><input type="text"/></td> <td style="width: 10%;"><input type="text"/></td> <td style="width: 10%;"><input type="text"/></td> </tr> <tr> <td>Age</td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td>Person</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>	Gender	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Age	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Person	You	2	3	4	5					Gender	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Age	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Person	6	7	8	9	10				
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Person	6	7	8	9	10																																																								
<p>A.5. Did the presence of Aruba on the itinerary influence your decision to take this cruise?</p> <p><input type="checkbox"/> Yes <small>(go to question A.6.)</small> <input type="checkbox"/> No <small>(go to question A.7.)</small></p>	<p>A.11. Could you provide the total yearly household income?</p> <p><small>(This information is strictly confidential and like all other information on this form, will be used for statistical purposes only!!!)</small></p> <p><input type="checkbox"/> Less than US\$ 20,000 <input type="checkbox"/> US\$ 50,001-US\$ 75,000</p> <p><input type="checkbox"/> US\$ 20,001-US\$ 30,000 <input type="checkbox"/> US\$ 75,001-US\$ 100,000</p> <p><input type="checkbox"/> US\$ 30,001-US\$ 50,000 <input type="checkbox"/> US\$ 100,001 and over</p>																																																												
<p>A.6. Which of the following sources of information was the single most important source in making your decision to take this cruise? <small>(Please check only one!)</small></p> <p><input type="checkbox"/> Friends / Relatives <input type="checkbox"/> Tourist Board</p> <p><input type="checkbox"/> Travel Agent <input type="checkbox"/> Experience (been here before)</p> <p><input type="checkbox"/> Newspaper / Magazine <input type="checkbox"/> Other Specify: <input style="width: 100px;" type="text"/></p> <p><input type="checkbox"/> Television / Radio Ad</p> <p><input type="checkbox"/> Internet</p> <p style="text-align: right;">+ <small>(Go to Question A.8.)</small></p>	<p>B. Expenditure of the Visitor</p> <p>What was the total cost of your cruise package for your travel party, including airfare and land, how many persons does this expenditure cover and for how many nights? Did it include Airfare? Did it include Land transport?</p> <p>In US\$ <input style="width: 100px;" type="text"/> # of Persons <input style="width: 50px;" type="text"/></p> <p># of nights <input style="width: 50px;" type="text"/></p> <p><small>(Please mark the Land / Airfare with an X)</small></p> <table style="width: 100%;"> <tr> <td style="width: 50%;">Airfare <input style="width: 50px;" type="text"/></td> <td style="width: 50%;">Land transport <input style="width: 50px;" type="text"/></td> </tr> <tr> <td style="text-align: center;">Y N</td> <td style="text-align: center;">Y N</td> </tr> </table> <p style="text-align: right;">+</p>	Airfare <input style="width: 50px;" type="text"/>	Land transport <input style="width: 50px;" type="text"/>	Y N	Y N																																																								
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Y N	Y N																																																												

Tourism Division – C.B.S.

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- 🌐 Other Incidental Surveys (on request) data...
- Meta Corp 2006 (plus others, including cruise)
- Attraction Park Survey
- Etc.

Publications:

Survey Results together with all other administrative data gathered by C.B.S. (on Tourism)

- 🌐 Visitor Survey (Quarterly and Year Reports - 1996 until 2006)
- 🌐 Cruise Survey (1997, 2002, 2005 (not published yet))
- 🌐 Visitor Survey information ...
- 🌐 Outbound Visitor Survey (projected 2007/2008)
- 🌐 Hotel Report (monthly since 1996)
- 🌐 Other (Incidentals)

