

South Africa

KWAZULU-NATAL

Zulu Kingdom. Exceptional

STATISTICS

OF OUR TOURISM SECTOR

2016



Foreign Tourist Activities in South Africa 2015

Shopping	64.2%
Nightlife	41.7%
Social	52.4%
Visiting natural attractions	15.0%
Business	13.4%

Some useful Statistics - 2016

The World: What is the size of the global foreign tourism market?

Global Foreign Tourism Market 2015

	World	Africa	South Africa	KZN
Size	1.184bn ¹	53mn ¹	8.904mn ⁴	±743 615 (±371 218*)
Growth (%)	4.4% ¹	-2% ¹	-6.8%	-6.5% ⁴
Direct Spend (Tourism Receipts)	US\$1.4bn ¹	US\$33bn ¹	R71bn ⁴ (excluding CAPEX) R68.2 bn (including CAPEX)	R4.7billion ⁴
Daily Spend	-	-	R853 ⁴	R737
Average Stay (Nights)	-	-	9.5 nights ⁴ (most common 2 nights)	Avg 8.9 nights ⁷ (6.4mn bednights in total) ⁴

Source: UNWTO 2016 April Barometer¹, WTTC², SAT⁴, TKZN⁵, *African air and overseas departures 2015. KZN 7.9% of RSA's total of 81 341 230 bednights in 2015⁷

Global Tourism Contribution 2015

	World	Africa	South Africa	KZN
Number Directly Employed	107mn*	9.08mn*	±703 000*	±87 670***
Total Employed	284mn*	21.9mn*	±1.554mn*	±200 466***
Contribution to GDP %	9.8%	±8.1%*	±9.4%*	±3.0%
Total Direct Contribution to GDP (Foreign + Domestic)	US\$2.23tr*	US\$74.3bn*	±R118.6bn*	±R10.2bn***
Total Contribution to GDP (Foreign + Domestic)	US\$7.2tr*	US\$180bn*	±R375.5bn*	±R20.4bn**

Source: IHS Global#, WTTC 2016*, SAT**, TKZN*** 2016, ****Stats SA derived from GDPR for KZN Current Prices - domestic and international+ STATSSA derived from GDPR for KZN Constant Prices, ^using multiplier of 2.

The Tourism Top 10 Global Destinations 2015 (million)

1. France	84	6. Turkey	35
2. USA	77	7. Germany	33
3. Spain	68	8. UK	32
4. China	57	9. Mexico	32
5. Italy	51	10. Russian Federation	31
(37. South Africa)			

Source: UNWTO 2016

The Tourism Top 10 Global Spenders 2015 (US\$ billion)

1. China	292	6. Russian Federation	35
2. USA	212	7. Canada	29
3. Germany	76	8. Korea	25
4. UK	64	9. Italy	25
5. France	38	10. Australia	24
(50. South Africa 3)			

Source: UNWTO 2016

The Top 10 Global Generators of Tourists 2015

1. China	128 000 000	6. Poland	56 000 000
2. Hong Kong, China	84 519 000	7. Russian Fed	45 889 000
3. Germany	83 080 000	8. Canada	35 518 000
4. USA	68 303 000	9. Italy	28 460 000
5. UK	60 082 000	10. France	28 180 000

(SA 5 168 000) Source: The World Bank 2016; UNWTO 2016

The South African Foreign Picture 2015

Number of foreign tourists	8.904mn
Spend - pppd	R830 (R8 100 per trip)
Total Spend	R68.2bn
Average length of stay	9.5 nights
Main overseas source markets	UK, USA, Germany, France, Netherlands
Spend, Foreign vs Domestic:	74.3% vs 25.7%

Source: SAT 2016, WTTC 2016

South Africa's Top 5 Overseas (Long Haul) Tourist Markets 2015

1. UK	407 486
2. USA	297 226
3. Germany	256 646
4. France	128 438
5. Netherlands	121 883

Source: SAT 2016

South Africa's Top 5 average spending markets per trip (excluding capital expenditure)

1. DRC	R31 000
2. Angola	R26 000
3. Zambia	R22 300
4. Nigeria	R19 600
5. USA	R19 000

Source: SAT 2016

Purpose of Visit to South Africa

All Foreign Tourists (2015)

Holiday	16.5%
VFR	37.4%
Shopping	26.3%
Business Travel	1.9%
Other	7.3%
Medical	1.9%
Business Tourism	11.4%

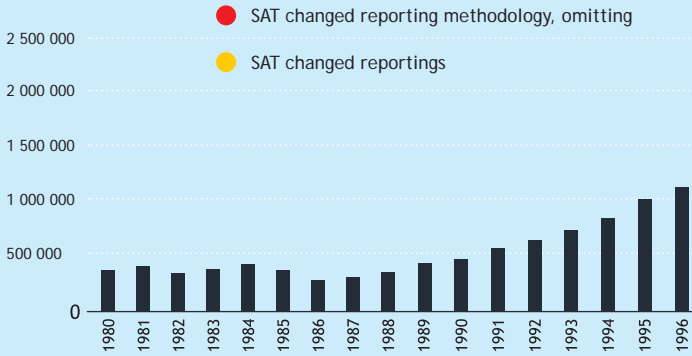
Source: SAT 2016

Foreign Tourist Activities in South Africa 2015

Shopping	64.2%
Nightlife	41.7%
Social	52.4%
Visiting Natural Attractions	15.0%
Business	13.4%
Cultural, Historical, Heritage	10.9%
Beach	11.0%
Wildlife	10.7%
Theme Park	5.2%
Adventure	6.1%

Source: SAT 2016

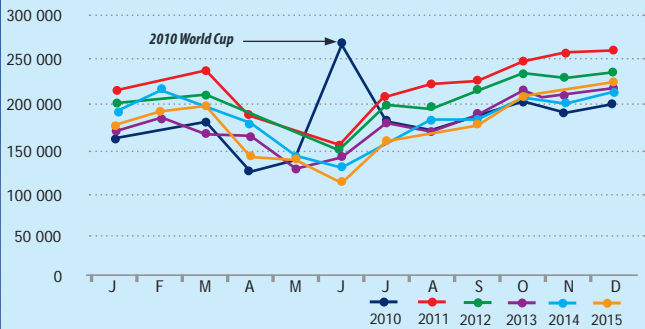
South Africa's Overseas (Long Haul) Tourists 1980-2015



Source: SAT 2016

alsSource: SAT 2016; #Methodology change, day visitors now omitted from totals;
*Methodology change, transits now omitted from totals

Overseas Tourist (Inbound Long Haul) Seasonal Flow 2010-2015



Source: SAT 2016

The South African Domestic Tourism Picture 2015

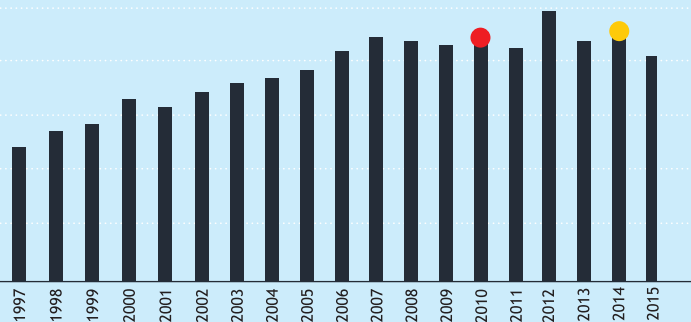
Numbers of tourists annually: 24.5mn trips, 12.4mn travellers	VFR: 71.0%
Spend - per trip: ±R960; R229 per day	Holiday: 11.0%
Spend - total market value: R23.6bn direct spend	Business: 9.8%
Average length of stay: 4.2 nights	Medical: 1.2%
Main source markets: Gauteng, Limpopo, KZN	Religious: 6.9%

Source: SAT 2016

Top 5 South African Domestic Tourism Source Markets 2015

1. Gauteng	8.52mn
2. Limpopo	4.73mn
3. KwaZulu-Natal	3.61mn
4. Eastern Cape	2.65mn
5. Western Cape	1.64mn

Source: SAT 2016



KwaZulu-Natal - The Foreign Tourist Picture 2015

Number of Visitors Annually:	±743 615
Average Spend per Visitor:	±R6 338 per trip, R737 per day
Spend - Total Market Value:	R4.7billion
Length of Stay: Avg:	8.9 nights
Main Overseas Source Markets:	UK, Germany, USA, France, Netherlands

Source: SAT 2016

KwaZulu-Natal's Top Ten Foreign Tourism Source Markets 2015

1. Swaziland	279 894	33.4%	6. USA	35 667	12.0%
2. Lesotho	48 822	3.5%	7. Mozambique	27 608	2.3%
3. UK	45 638	11.2%	8. France	20 550	16.0%
4. Zimbabwe	45 619	2.4%	9. Netherlands	20 476	16.8%
5. Germany	39 267	15.3%	10. India	17 245	22.0%

Source: SAT 2016

KwaZulu-Natal's Top Long Haul Source Markets

2015	2014	2013
1. UK	1. Germany	1. USA
2. Germany	2. UK	2. UK
3. USA	3. USA	3. Germany
4. France	4. France	4. India
5. Netherlands	5. India	5. Australia
6. India	6. Netherlands	6. France
2012	2011	2010
1. UK	1. UK	1. UK
2. USA	2. USA	2. USA
3. Germany	3. Germany	3. Germany
4. India	4. France	4. France
5. Netherlands	5. Netherlands	5. Australia
6. Australia	6. Australia	6. Netherlands

Source: SAT 2016

Purpose of Visit to KwaZulu-Natal – Overseas and African Air and Land Departures 2015

Overseas Departure Tourists		African Air Departure Tourists		African Land Departure Tourists	
Holiday	30.0%	Holiday	50.9%	Holiday	17.7%
Business	19.0%	Business	19.6%	Business	18.7%
VFR	41.4%	VFR	21.4%	VFR	53.3%
Other	9.5%	Other	8.2%	Other	10.3%

Source: SAT 2016

Destinations Visited in KZN - Foreign Tourists 2015

Durban	59.0%
Pietermaritzburg	11.0%
Zululand	5.0%
Drakensberg	1.0%
Elephant Coast	10.0%
North Coast	13.0%
South Coast	0.2%
Battlefields	1.0%

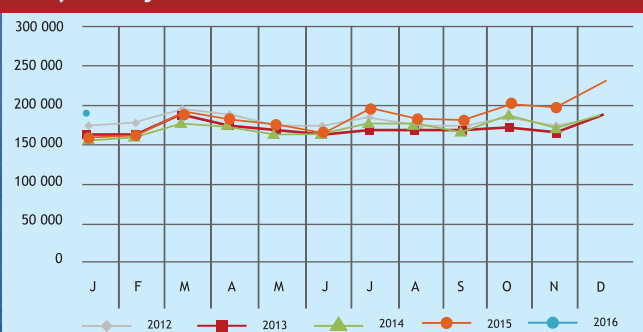
Source: SAT 2016

Some Activities Undertaken in KwaZulu-Natal – African Land, African Air Departure and Overseas Visitors 2015

	Land	Africa Air	Rest of World
Nightlife	30.5%	65.6%	64.2%
Shopping	49.5%	74.9%	78.1%
Visiting Natural Attractions	3.8%	28.9%	55.5%
Beach	32.0%	52.0%	58.5%
Wildlife	1.6%	12.2%	40.6%
Cultural, Historical and Heritage	4.5%	19.3%	31.3%
Social	60.2%	38.9%	26.4%
Business	7.2%	31.4%	15.8%
Theme Parks	1.9%	17.4%	20.7%
Adventure	1.0%	7.3%	24.2%
Visited a Casino	1.6%	8.0%	2.9%
Sporting - Spectator	1.5%	3.1%	2.1%
Education	4.0%	15.4%	3.5%
Sporting - Competed	0.6%	1.6%	1.2%
Hunting	0%	0%	0.9%
Medical	1.3%	1.5%	0.6%
Health	0.7%	3.0%	2.1%
Trading	6.7%	1.0%	0.7%

Source: SAT 2016

Monthly Air Passenger Arrivals to KZN - 2012-2016



Source: ACSA, 2016

KwaZulu-Natal – The Domestic Tourist Picture 2015

Number of Visitors Annually	±4.98mn trips
Average Spend Per Trip	±R1 108
Spend - Total Direct Value	±R5.5bn
Average Length of Stay	4.8 Nights (8.02 - TKZN)
Main Source Market	Gauteng, KwaZulu-Natal

Source: SAT 2016

KwaZulu-Natal – Top 5 Domestic Source Markets 2015

1. Gauteng
2. KZN
3. Western Cape
4. Eastern Cape
5. Free State

Source: TKZN 2016

KwaZulu-Natal – Top Source Markets for Holiday Makers 2015

1. Gauteng
2. KZN
3. Western Cape
4. Eastern Cape
5. Limpopo/Mpumalanga

Source: TKZN 2016

Purpose of Visit to KwaZulu-Natal – Domestic Visitors 2015

VFR	58.0%
Holiday/Leisure	32.0%
Business	7.0%
Other	3.0%

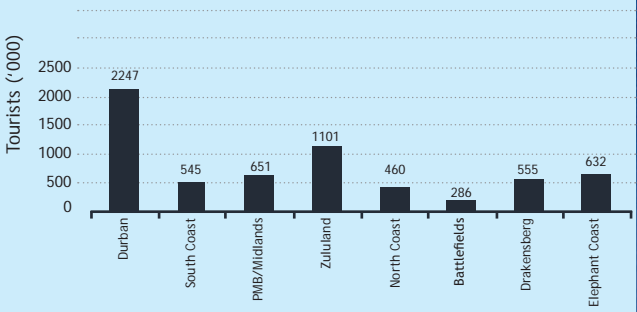
Source: TKZN 2016

Activities Undertaken in KwaZulu-Natal - Domestic Visitors 2015

Activity	%
Go to the beach	58.0
Go to a live show, theatre or concert	17.0
Watch a live sports event	26.0
Visit a museum, art gallery or historical building	16.0
Visit a nature or wildlife or game reserve	19.0
Participate in a sports event	20.0
Participate in any water sport	22.0
Visit an arts or crafts outlet	13.0
Visit an African township or cultural village on a tour	12.0
Food and wine fair	23.0
Go hiking or mountain climbing	16.0
Bird watching	7.0
Art and crafts festival	14.0
Attend a conference, workshop or training session	9.0
Visit a health spa	19.0
See bushman paintings	4.0
Fly-fishing	6.0
Horse riding	10.0
Go backpack/hostel travelling	10.0
Mountain biking or other cycling	8.0
Tour of the battlefields	9.0

Source: TKZN 2016

Destinations Visited in KZN – Domestic Tourists 2015



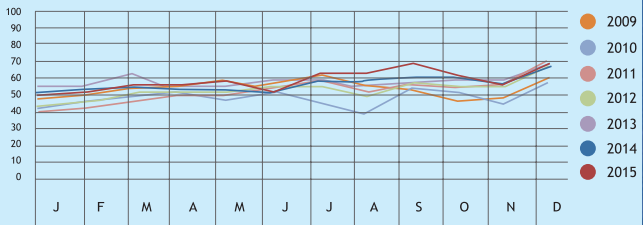
Source: TKZN 2016

Domestic Trips to Destinations in KZN 2015:

Durban	39.0%
Pietermaritzburg/Midlands	11.0%
Zululand	19.0%
Drakensberg	4.0%
Elephant Coast	7.0%
North Coast	7.0%
South Coast	8.0%
Battlefields	5.0%

Source: TKZN 2016

Hotel Room Occupancy % Graph KZN 2009-2015



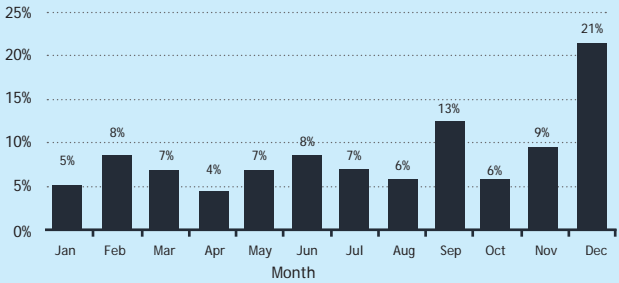
Source: FEDHASA (KZN), STR Global June, 2016

KwaZulu-Natal Supply Statistics 2015

Hotels	254
Guest Houses	307
Lodges	193
Bed and Breakfasts	668
Caravan and Camp Sites	85
Self-Catering	666
Youth Hostels/Backpackers	33
Conference Venues	282
Tourist Guides	1134
Tour Operators	406

Source: TKZN July 2016

KZN Domestic Seasonal Flow 2015



Source: SAT 2016

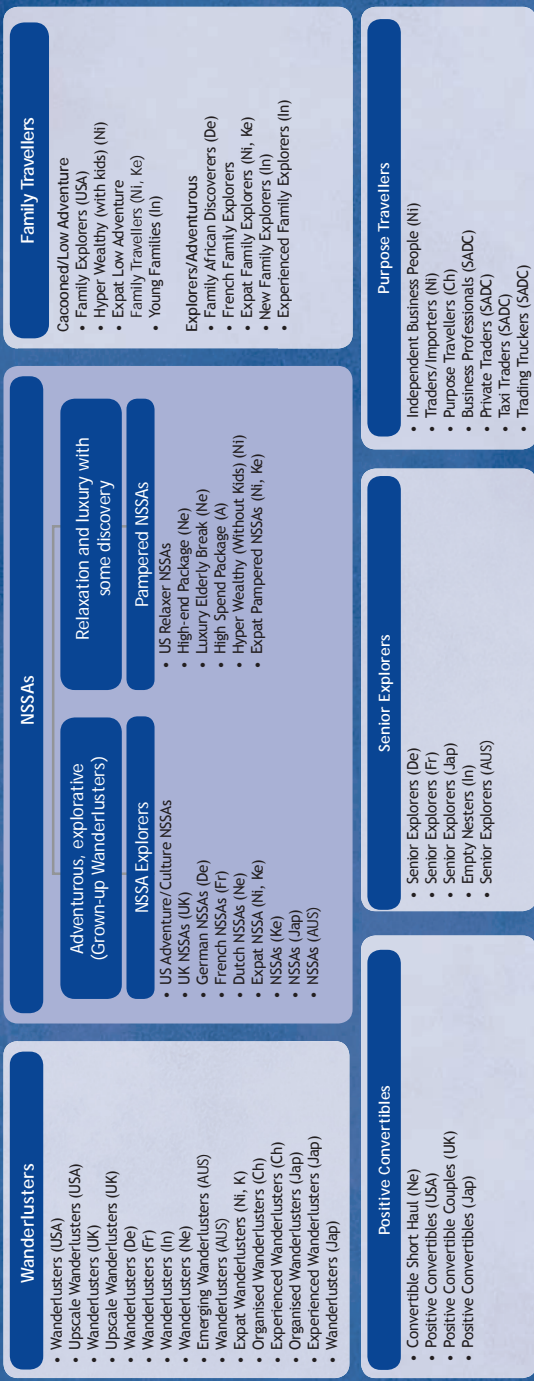
Relative Market Potential Input - Key Consumer Segment Profiles



Key Consumer Segments	Natural Beauty	Viewing Wildlife	Exploring the Culture	Visiting Mountains	Visiting Big Cities	History of Apartheid	Relaxing on the Beach	Hiking	Adventure Sport	Shopping	Business
1 German Wanderlusters	●	●	◐	◐	◐	◐	◐	◐	◐	◐	◐
2 German NSSA	●	●	●	●	◐	◐	◐	◐	◐	◐	◐
3 French Wanderlusters	●	●	●	◐	◐	●	◐	◐	◐	◐	◐
4 French NSSA	●	●	●	◐	◐	◐	◐	◐	◐	◐	◐
5 UK Wanderlusters	●	●	◐	●	◐	◐	◐	●	◐	◐	◐
6 UK NSSA	●	●	●	◐	◐	◐	◐	◐	◐	◐	◐
7 US Wanderlusters	●	●	●	◐	◐	◐	◐	◐	◐	◐	◐
8 US NSSA	●	●	●	◐	◐	◐	◐	●	◐	◐	◐
9 Chinese Wanderlusters	●	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐
10 Chinese Upcoming Wanderlusters	●	●	◐	◐	◐	◐	●	◐	◐	◐	◐
11 Japanese Wanderlusters	●	●	●	◐	○	●	○	◐	○	◐	◐
12 Japanese NSSA	●	◐	◐	◐	◐	◐	◐	◐	◐	◐	◐
13 Kenya All	●	◐	◐	◐	◐	◐	●	●	◐	◐	◐
14 Nigeria All	●	◐	●	◐	◐	◐	◐	◐	◐	○	◐
15 SADC well-to-do Leisures	●	◐	◐	◐	◐	◐	●	◐	◐	◐	◐
16 SADC Shopping Brigade	●	◐	◐	◐	●	◐	◐	◐	◐	●	◐
17 SADC Young and Upcoming	◐	◐	●	◐	●	◐	◐	◐	◐	◐	◐
18 Domestic Young and Upcoming	◐	◐	●	◐	●	●	◐	◐	◐	◐	◐
19 Domestic Striving Families	◐	◐	◐	◐	◐	●	◐	◐	◐	◐	◐
20 Domestic well-off Homely Couples	●	●	◐	●	◐	◐	●	◐	◐	◐	◐

Source: SAT 2006

Through the segmentation of markets, a number of global segments have emerged across countries, of people who are positive and keen to visit South Africa. The diagram below depicts the latest segmentation:



The core segments which SAT will be focusing on (outlined by red dotted line in diagram above) are the NSSAs (Next Stop South Africa) and the Wanderlusters. The major differentiator between these two segments is age. The Wanderluster is a more 'youthful' segment, whereas the NSSAs are more 'mature'. However, they both know and are positive about South Africa and have a desire to travel here. They travel abroad regularly, however, they have several destination choices. The challenge is to switch them from other destinations to South Africa. Centre of gravity descriptions: "The person and situation for which the brand is always the best choice is defined in terms of their attitudes and values, NOT just demographics".

Centre of Gravity

YOUNG SOUTH AFRICA SEEKERS

- 26 - 40 yrs old.
- Predominantly male (61%).
- Make decisions by themselves.
- Almost all work full-time.
- Have ±2 weeks for holiday.
- Holiday Spend: <\$2 000.
- Use Internet for info and travel agents for fulfillment.
- Don't like tours. They want largely independent adventure.
 - They are active explorers.
 - Concerns: getting around, safety and perceived expense.

SOUTH AFRICA SEEKERS

- Well-travelled. Worldly.
 - Independent.
- Travellers, not tourists.
 - Travel is a state of mind for them. They are global citizens for whom travel is an essential part of their everyday lives.
 - They travel to expand their knowledge and to evolve (It keeps them interesting).
 - They want to engage the destination, not see it at arm's length.
 - They seek out interesting and high quality experiences.
 - They like to make their own decisions and maintain a sense of control over their own destiny.

MATURE SOUTH AFRICA SEEKERS

- 41 - 60 yrs old.
- Most married, make decisions together.
- 40% retired. 20% semi-retired.
- Travel for between 2 and 5 weeks.
- High holiday spend: between \$2 000 and \$5 000.
 - Use travel agents for information and fulfillment (have a relationship).
- May use tours if they are flexible.
- Interested in a large variety of activities that allow them to explore.
- Demanding travellers who are constantly looking for the next amazing thing.

KZN's International and Domestic Segmentation 2014 - 2019

MARKET	GEOGRAPHIC SCOPE			
Domestic	<ul style="list-style-type: none"> • KZN • Gauteng • Western Cape • Eastern Cape • Free State 			
SADC Rest of Africa	<ul style="list-style-type: none"> • Swaziland • Lesotho • Botswana • Mozambique • Zambia • Zimbabwe • Kenya • Nigeria • Angola 			
EUROPE AMERICAS ASIA	CORE	OPPORTUNITY	INVESTMENTS	STRATEGIC HUB
	<ul style="list-style-type: none"> • United Kingdom • USA • Germany 	<ul style="list-style-type: none"> • France • Netherlands • Australia 	<ul style="list-style-type: none"> • India • China • Brazil • Sweden • Eastern Europe (Russia) 	<ul style="list-style-type: none"> • Middle East (GCC countries)

KwaZulu-Natal Provincial Information

Area	94 361 km ² (7.7% of South Africa)
Coastline	560kms
Climate	Sub-tropical. Summer 17-28 °C, Winter 11-25 °C, Durban - average rainfall 1 009mm
Highest Elevation	3 451 m (Mafadi, in the Drakensberg)
Population	10.7mn (19.8% of South Africa) mid-2014 (growth rate 1.3%)
Population Density	113 people per square kilometer 2014
Capital	Pietermaritzburg
Languages	Mainly Zulu and English
Holidays	1 January, 21 March, 24 March, 27 April, 28 April, 1 May, 2 May, 16 June, 9 August, 24 September, 16 December, 25 December, 26 December.
Time Zone	GMT +2
Currency	The Rand made up of 100 cents
GDP 2015	R487.7 billion or 16% of South Africa's GDP*
Electricity	220 Volts
Harbours	Durban, Richards Bay
Airports	King Shaka International Airport, Oribi, Richards Bay, Margate, Ulundi.
Literacy Rate	75.6% (2012)
Employment rate	Between 57.2% - 61.5% (2014, using strict and expanded definitions)

Source: TKZN, IHS, STATSSA, KZN Provincial Treasury*, Quantec**

TARGET SEGMENTS	CORE EXPERIENCES
<ul style="list-style-type: none"> • New Horizon families • High-life enthusiasts • Well-to-do Mzansi families • Spontaneous budget explorers • Seasoned leisure seekers 	<ul style="list-style-type: none"> • Beaches • Natural beauty • Nightlife • Shopping • Heritage • Culture
<ul style="list-style-type: none"> • Business professionals • Traders 	<ul style="list-style-type: none"> • Shopping • Big cities • Beaches (not coastal markets) • Wildlife • Heritage
TARGET SEGMENT	CORE EXPERIENCE
<ul style="list-style-type: none"> • NSSA, Wanderlusters • Family explorers • New beach-lovers 	<ul style="list-style-type: none"> • Natural beauty • Wildlife • Culture • Visiting mountains • Beach • Adventure (USA Wanderluster)

KwaZulu-Natal's World Heritage Sites

Name	iSimangaliso Wetland Park World Heritage Site
Location	North eastern coast of KwaZulu-Natal, South Africa
Date of Inscription	December 1999
Criteria	Unique ecological processes, superlative natural phenomena, biodiversity
Size	332 000 ha, 220 kms of coastline
Highest Elevation	Mt Tabor 130m on the Eastern Shores coast, Nyathikazi 159m on the northern coast, Maphelane sand dune 183m, oKhombe 474m and Lebombo Mountains 776m
Brief description	Three major lake systems, 8 interlinking ecosystems, 700 year old fishing traditions, Africa's largest estuarine system, 25 000 year old coastal dunes, 220km of coastline, coral reefs, salt and fresh water marshes, coastal grasslands, forested dunes, both tarred and gravel roads.
Climate	Sub-tropical. Summer 17-28 °C, Winter 11 - 25 °C, average rainfall 650-800mm inland, 1200-1300mm on the coast.
Facilities	15 741 beds in and around iSimangaliso Wetland Park (this includes St Lucia, Western Shores, Eastern Shores, uMkhuze, Sodwana Bay, Kosi Bay and Hluhluwe/Mtubatuba). The types of accommodation facilities available in and around the Park: 11 hotels, 22 guesthouses, 39 B&Bs, 80 huts/chalets/lodges, 67 holiday flats/self-catering and 21 caravan/camping. Other tourist facilities include boat launch sites, picnic sites, bird and game viewing hides and boardwalks (including two aerial platforms).
Activities	Game drives (self-drive and guided), horse rides, fishing (includes deep sea charters), guided natural and cultural walks, turtle tours, whale watching, birdwatching, estuary boat cruises, scuba diving, snorkelling, kayaking.
Visitor Numbers	Annual total 2015: ±500 000
Animal Species / Numbers	Total species: over 6500 plant and animal species, of which there are 110 terrestrial mammals, 22 marine mammals, 128 reptiles and 50 amphibians. Big 5: elephant, white and black rhino, buffalo, lion, leopard. Other notable wildlife: 1700 crocodiles and 1600 hippos, giraffe, oribi, kudu, zebra, wildebeest, wild-dog, hyena and cheetah. Insect species include: 282 butterfly, 38 dragonfly and damselfly, 52 fruit chafer beetle, 5 scorpions, and 228 spider species. Notable marine species: leatherback turtles, loggerhead turtles, plus whales, dolphins, 129 corals, 991 ocean fish, 212 estuarine fish, 48 freshwater fish species, 812 marine molluscs and 20 sponges.

Bird Species / Numbers	525 bird species, including Fish eagle, Pelican, Rufous bellied heron, Saddle-billed stork, Flamingo, Crested guinea fowl, Southern banded snake-eagle, Mangrove kingfisher, Neergaard's sunbird, Livingstone's turaco, Lesser Jacana, Pink-throated twinspot, Rosy-throated longclaw
Other	2 185 vascular plants; 325 seaweeds

Source: iSimangaliso 2016

Name	uKhahlamba Drakensberg Park World Heritage Site
Location	Forms western KwaZulu-Natal border between SA and Lesotho, major watershed
Date of Inscription	November 2000
Criteria	Cultural (3) and natural (4) criteria
Size	242 813ha
Highest Elevation	3 451 m
Brief description	High basalt mountain range overlying sandstone bands over shale, foothills, incised valleys, grassland and protea, yellowwood and bottlebrush forests.
Climate	Summer 22 °C, winter 5 °C, average rainfall 900mm, frequently snow in winter
Facilities	700 beds inside the park, 2 000 closely adjacent, 9 campsites, ±150 caves, picnic sites, view sites, vultures' 'restaurant'
Activities	Walking, hiking, climbing, ice climbing, bird watching, fly fishing, paragliding, mountain biking, hand gliding, horse riding, horse trekking, river swimming, rock art viewing, picnicking
Visitor Numbers	Annual total 2015: ±105 578
Animal Species / Numbers	Mammals: 48 species including eland, water buck, oribi, mountain reed buck, ±1800 rhebok, jackals, leopard. Insects include 46 species of millipedes and centipedes, 44 dragonfly species (about a third of South Africa's total) and 74 butterfly species, 124 frog species 23 lizard and 25 snake species.
Bird Species / Numbers	Total: 296 species, including Lammergeyer, Cape vulture, black eagles
Other	2 153 plant species

Source: TKZN 2016

TOURISM REGIONS OF KWAZULU- NATAL



Zulu Kingdom. Exceptional

Ithala Trade Centre, 29 Canal Quay (Signal) Road, Point, Durban, 4001, South Africa

Switchboard: +27 (0) 31 366 7500, Airport Office: +27 (0) 32 436 0013

V&A Cape Town Office: +27 (0) 21 418 1684

Jhb Office: +27 (0) 11 390 1000, Customer Care: 0860 101 099

uShaka Marine World: +27 (0) 31 816 6600, Email: info@zulu.org.za

www.zulu.org.za