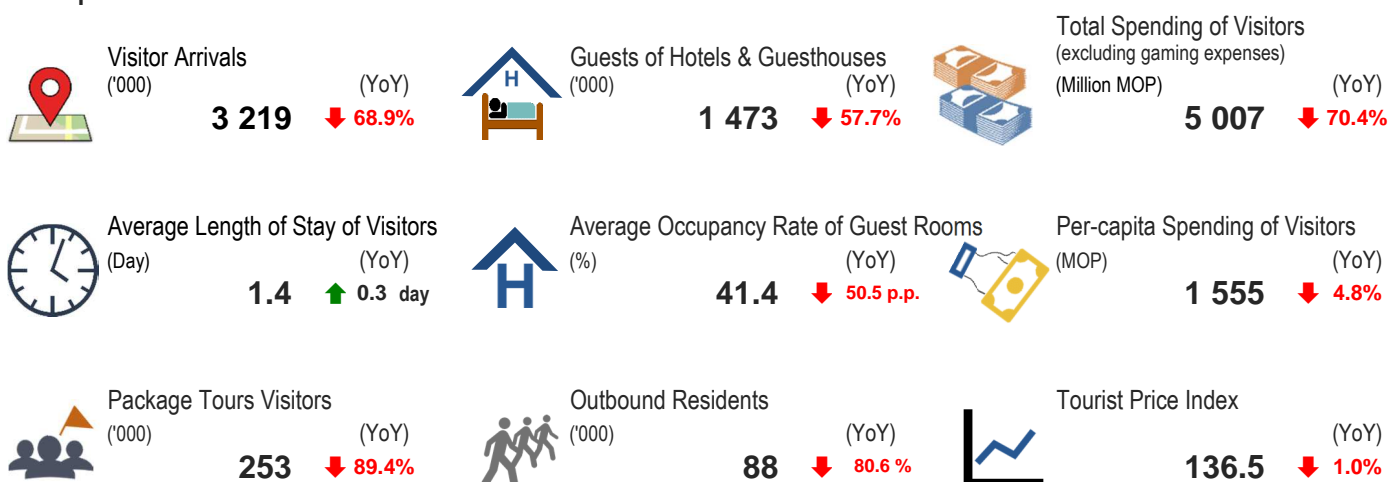


- As affected by the epidemic, visitor arrivals declined by 68.9% year-on-year to 3,219,170 in the first quarter of 2020, whereas the average length of stay of visitors went up by 0.3 day to 1.4 days. Meanwhile, visitors on package tours plunged by 89.4% to 252,838.
- At the end of the first quarter, the 112 hotels & guesthouses operating in Macao provided a total of 33,685 guest rooms, a drop of 13.1% year-on-year. The average occupancy rate of guest rooms (excluding those designated for medical observation) fell by 50.5 percentage points to 41.4%. Guests of hotels & guesthouses totalled 1,473,352, a decrease of 57.7%.
- Total spending (excluding gaming expenses) of visitors declined by 70.4% year-on-year to MOP5.01 billion in the first quarter, and per-capita spending of visitors (MOP1,555) fell by 4.8%. The Tourist Price Index (TPI) went down by 1.0% year-on-year.

## Principal Indicators



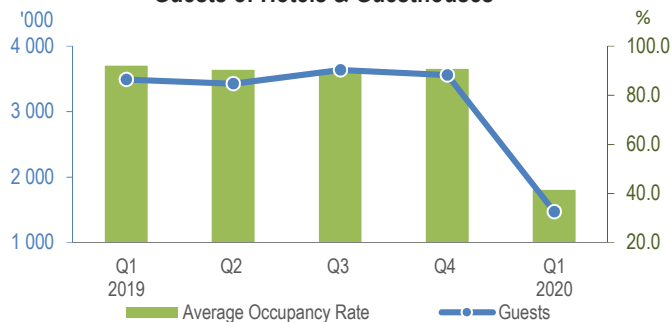
Visitor Arrivals



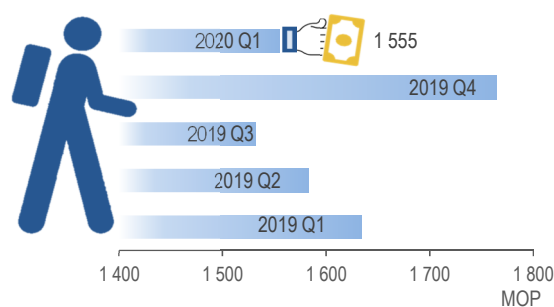
Total Spending of Visitors



Guests of Hotels & Guesthouses



Per-capita Spending of Visitors



## Visitor Arrivals

### Overnight Visitors



**1 520 833** ↓ **67.9** % YoY  
47.2 % of total visitors

### Same-day Visitors



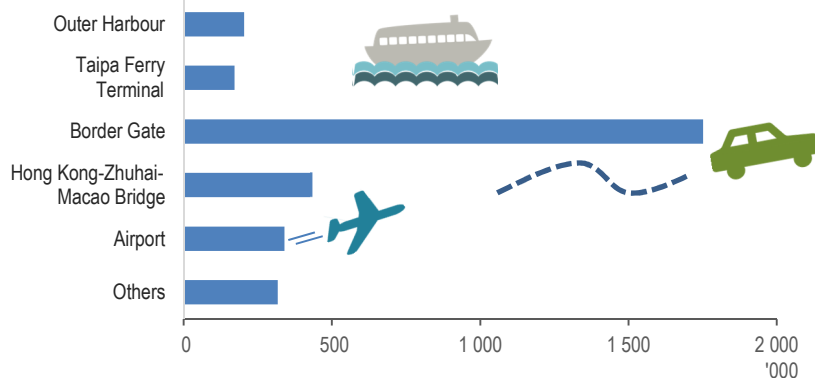
**1 698 337** ↓ **69.8** % YoY  
52.8 % of total visitors

### Visitor Arrivals at Different Checkpoints

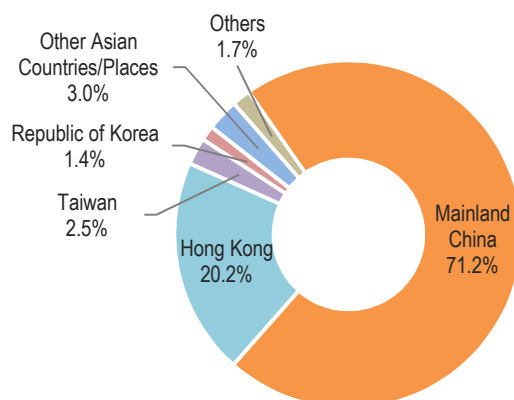
#### Number of Visitors

#### YoY

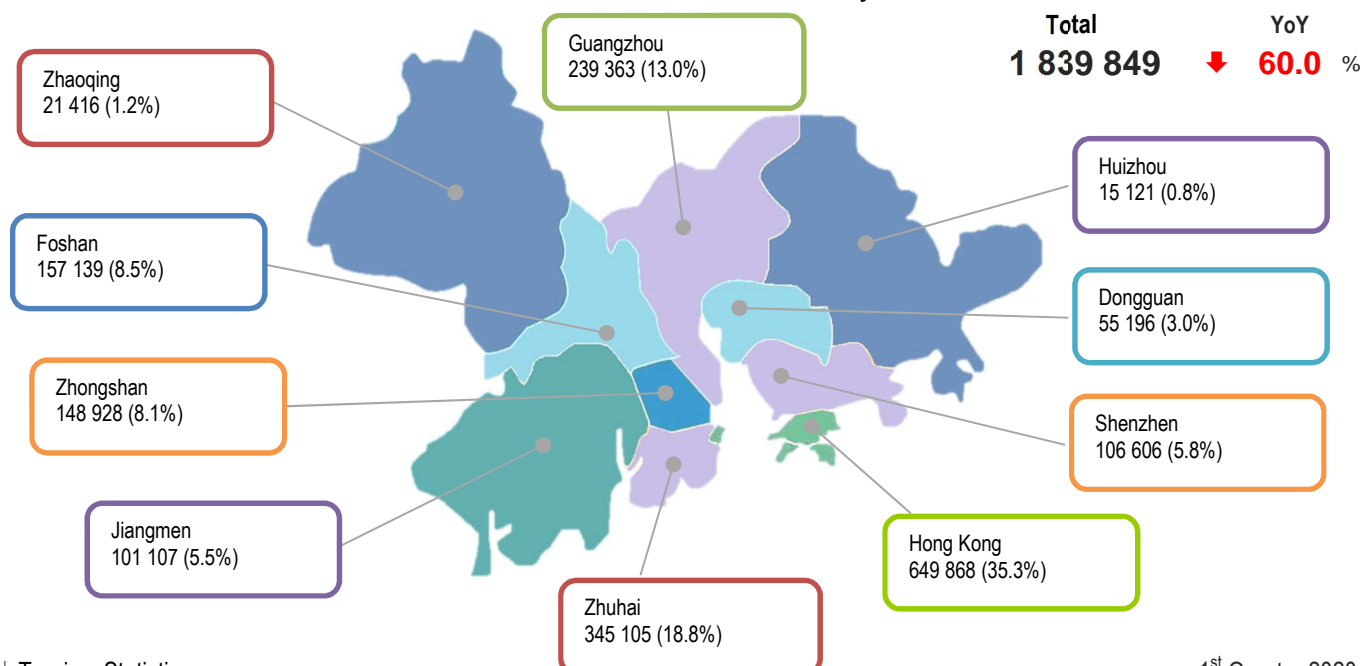
**203 188** ↓ **81.5** %  
**171 554** ↓ **75.1** %  
**1 751 949** ↓ **67.4** %  
**435 570** ↓ **70.1** %  
**340 164** ↓ **64.3** %  
**316 745** ↓ **59.5** %



### Distribution of Visitors by Country/Place



### Visitors from the Cities of the Greater Bay Area



## Package Tour Visitors



### By Type of Tour

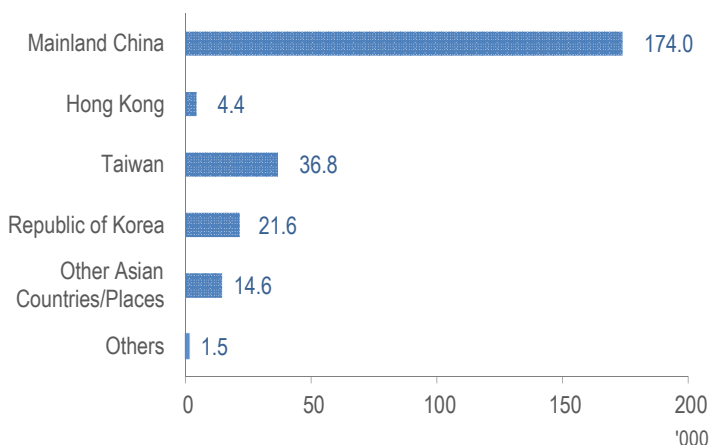
Inbound Package Tour  
243 556

96.3%

3.7%

Local Tour  
9 282

### Distribution of Package Tour Visitors by Country/Place



## Hotels & Guesthouses



### Hotels



**77** estab. ↓ **5** estab.  
**32 773** rooms ↓ **13.8** %  
**1 437 457** guests ↓ **58.1** %

### YoY

### Guesthouses



**35** estab. ↑ **-**  
**912** rooms ↑ **23.1** %  
**35 895** guests ↓ **33.7** %

### YoY



### 5-star Hotels

**33** estab. ↓ **2** estab.  
**20 992** rooms ↓ **14.1** %  
**760 666** guests ↓ **60.9** %

### YoY



### 4-star Hotels

**14** estab. ↓ **3** estab.  
**5 886** rooms ↓ **23.7** %  
**351 792** guests ↓ **60.1** %

### YoY



### 3-star Hotels

**15** estab. ↓ **1** estab.  
**4 925** rooms ↓ **1.3** %  
**286 771** guests ↓ **44.5** %

### YoY

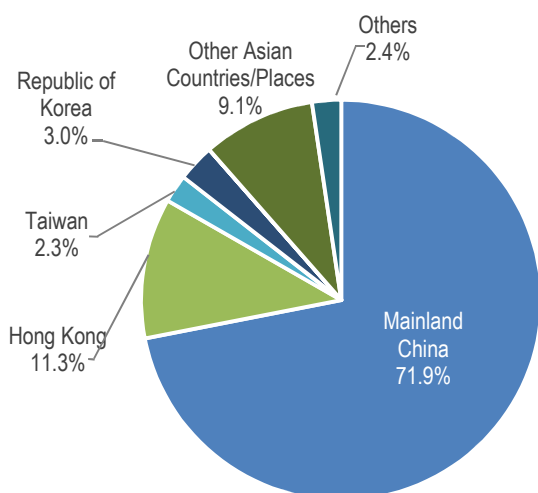


### 2-star Hotels

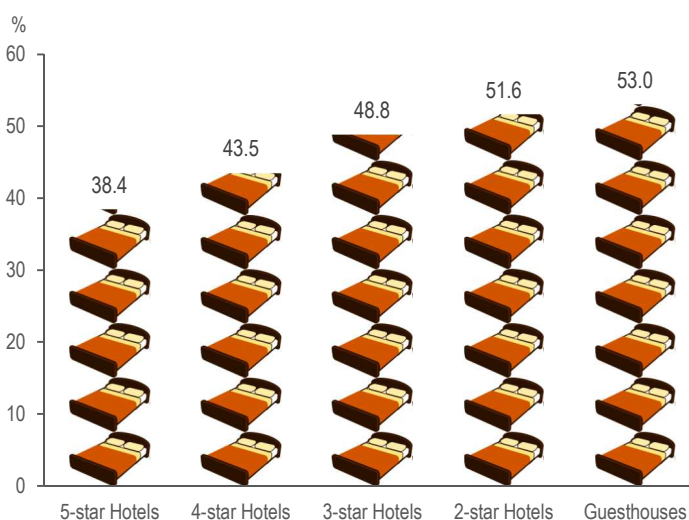
**15** estab. ↑ **1** estab.  
**970** rooms ↑ **11.1** %  
**38 228** guests ↓ **57.2** %

### YoY

### Distribution of Guests by Country/Place



### Average Occupancy Rate of Guest Rooms



## Visitor Spending (excluding gaming expenses)

### Overnight Visitors

			YoY
Total Spending	3 778	Million MOP	↓ 70.8 %
Per-capita Spending	2 484	MOP	↓ 9.0 %

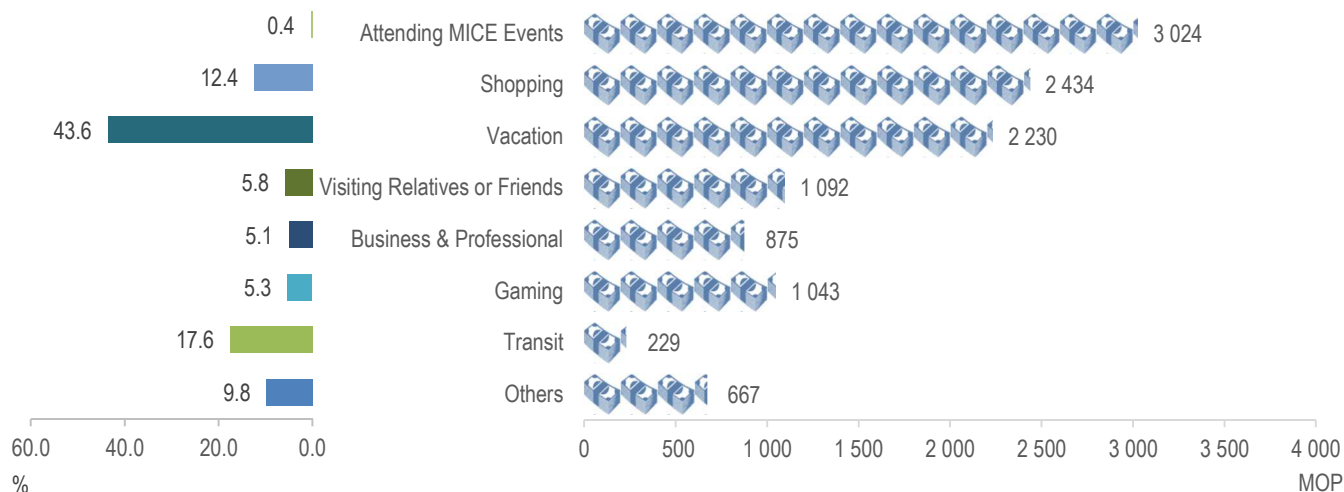
### Same-day Visitors

			YoY
Total Spending	1 229	Million MOP	↓ 69.3 %
Per-capita Spending	723	MOP	↑ 1.6 %

## Structure of Visitor Spending



## Structure and Per-Capita Spending of Visitors by Main Purpose of Visit



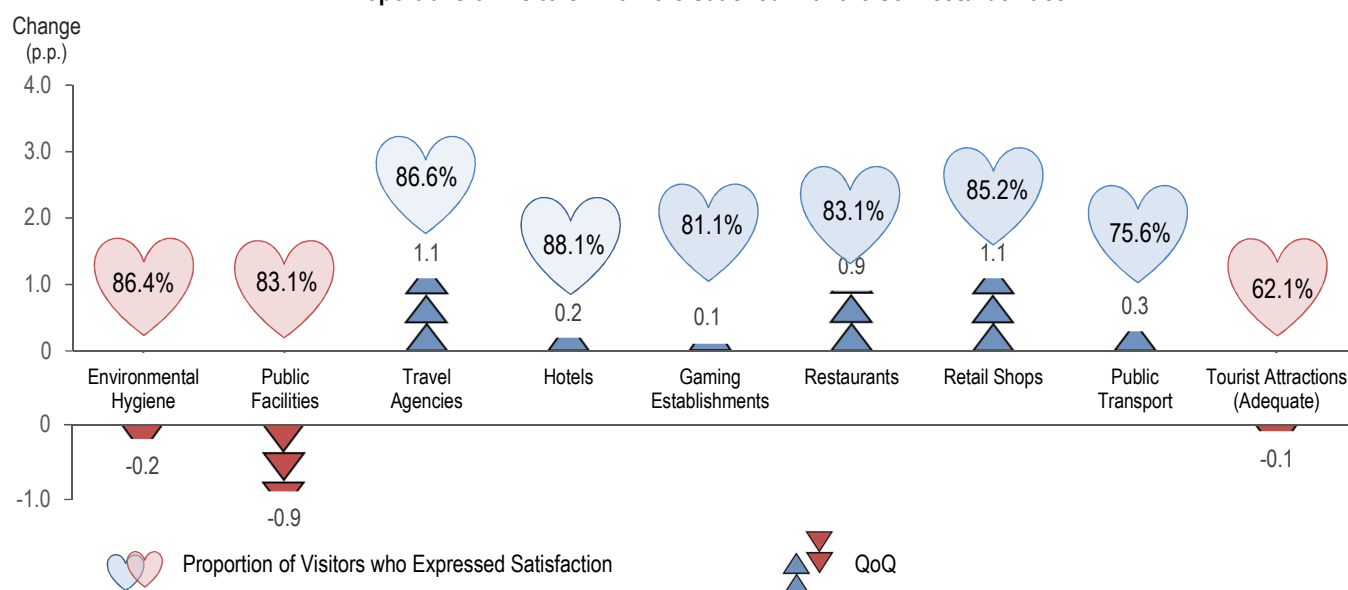
## Tourist Price Index

Item	Food, Alcoholic Beverages and Tobacco	Clothing and Footwear	Accommodation	Restaurant Services	Transport and Communications	Medicine and Personal Goods	Entertainment and Cultural Activities	Miscellaneous Goods
(Weight)	(12.8%)	(15.8%)	(23.1%)	(17.5%)	(8.1%)	(6.3%)	(2.1%)	(14.4%)
QoQ	↑ 2.1 %	↓ 16.0 %	↓ 5.0 %	↑ 1.6 %	↑ 5.4 %	↑ 1.3 %	↓ 3.0 %	↑ 1.9 %
YoY	↑ 4.0 %	↓ 13.5 %	↓ 5.8 %	↑ 3.6 %	↑ 4.5 %	↑ 0.9 %	↓ 2.7 %	↑ 5.0 %

## Visitor's Comments



### Proportions of Visitors who were Satisfied with the Services/Facilities



## Outbound Residents



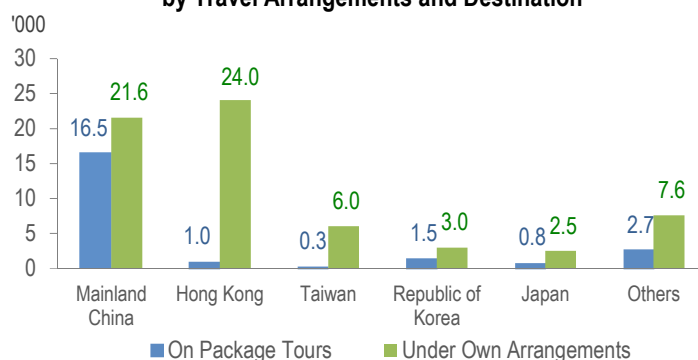
### On Package Tours

**22 888** YoY **↓ 82.6 %**  
**26.1 %** of total outbound residents

### Under Own Arrangements

**64 688** YoY **↓ 79.8 %**  
**73.9 %** of total outbound residents

### Outbound Residents by Travel Arrangements and Destination



## Historical Data for 1<sup>st</sup> Quarter

	2015	2016	2017	2018	2019
<b>Visitors</b>					
Visitor Arrivals ('000)	7 412	7 457	7 872	8 546	10 360
Average Length of Stay (Day)	0.9	1.1	1.2	1.2	1.1
Package Tour Visitors ('000)	2 606	1 700	1 732	2 127	2 386
<b>Hotels/Guesthouses</b>					
Guests ('000)	2 364	2 679	3 070	3 348	3 487
Average Occupancy Rate of Guest Rooms (%)	79.9	77.8	83.5	90.0	91.9
<b>Visitor Spending</b>					
Total Spending (Million MOP)	13 359	11 540	13 458	16 415	16 928
Per-capita Spending (MOP)	1 802	1 547	1 709	1 921	1 634
<b>Tourist Price Index</b>					
YoY(%)	1.5	-6.7	-5.5	6.2	0.7
<b>Outbound Residents</b>					
Total ('000)	369	313	334	440	451

## Sampling Errors of Visitor Spending

MOP

	Per-capita Spending		Shopping		Accommodation		Food & Beverage	
	2019	2020	2019	2020	2019	2020	2019	2020
Visitors	0.8	1.2	0.6	0.8	0.2	0.5	0.2	0.3
Overnight Visitors	1.5	1.9	1.2	1.2	0.4	0.9	0.4	0.6
Same-day Visitors	0.5	1.2	0.5	1.2	-	-	0.1	0.1

## Methodology, Scope and Coverage

Data are obtained primarily from the Public Security Police Force, travel agencies, hotels, guesthouses and Visitor Expenditure Survey.

Data on visitor arrivals are provided by the Public Security Police Force on a monthly basis, while information on visitors on package tours and outbound Macao residents using services of travel agencies is obtained from travel agencies every month. Besides, monthly information on guests is collected from hotels and guesthouses.

Visitor Expenditure Survey, which covers all visitors in Macao, adopts quota sampling method in selecting the sample. Enumerators collect data on spending as well as comments on services and facilities from visitors during their stay in Macao at major departure points. As affected by the epidemic, data collection for Visitor Expenditure Survey was suspended in February. Thus, survey results for the first quarter were extrapolated from about 5,500 valid samples collected in January and March, whereas results for visitor comments were derived by aggregating the data collected from the samples.

## Glossary

Visitor<sup>1</sup>: Any person taking a trip to a main destination outside his/her usual environment, for less than a year, for any main purpose other than to be employed by a resident entity in the country or place visited.

Classification of Visitors:

Overnight Visitor: Visitor who stays at least one night in a residential accommodation or casino in the place visited, or has accommodation arrangement with a hotel/guesthouse.

Same-day Visitor: Visitor who does not spend the night in any residential accommodation, hotel/guesthouse, or casino in the place visited, nor does he/she have accommodation arrangement with a hotel/guesthouse.

Main Purpose of Visit<sup>1</sup>: The most important reason or motivation for the trip, in the absence of which the trip would not have taken place.

Spending of Visitors<sup>1</sup>: The amount paid by visitors for the purchase of goods and services for own use or to give away, including expenses paid by the visitors or reimbursed by others such as relatives, friends or employers. Spending of visitors excludes gaming expenses, donations, expenses on purchase of assets and goods for resale.

Note1: The definitions are in accordance with the International Recommendations for Tourism Statistics 2008 of UNWTO.

## Symbols and abbreviations:

-	Absolute value equals zero	%	Percentage	p.p.	Percentage point
'000	Thousand	MOP	Macao Pataca	estab.	Establishment
QoQ	Quarter-on-quarter change	YoY	Year-on-year change		