



Flash Eurobarometer 370

ATTITUDES OF EUROPEANS TOWARDS TOURISM

REPORT

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This survey has been requested by the European Commission, Directorate-General for Enterprise and Industry and co-ordinated by Directorate-General for Communication.

This document does not represent the point of view of the European Commission.
The interpretations and opinions contained in it are solely those of the authors.

Flash Eurobarometer 370 - TNS Political & Social

Flash Eurobarometer 370

Attitudes of Europeans towards Tourism

Conducted by TNS Political & Social at the request of
the European Commission,
Directorate-General for Enterprise and Industry

Survey co-ordinated by the European Commission,
Directorate-General for Communication
(DG COMM "Research and Speechwriting" Unit)

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INTRODUCTION

This Flash Eurobarometer, "Attitudes of Europeans towards Tourism" (No 370), was conducted at the request of the Directorate-General for Enterprise and Industry in the 27 EU Member States and in seven additional countries: Croatia, Turkey, the Former Yugoslav Republic of Macedonia, Norway, Iceland, the Republic of Serbia and Israel. This wave is a follow up to the Flash Eurobarometer No 334 conducted in January 2012.

The survey was designed to explore a range of aspects surrounding holidays in 2012 and 2013, in particular:

- respondents' motivation for going on holiday in 2012
- information sources and tools used to research and organise holidays
- respondents' travel profile, preferred destinations and holiday types
- satisfaction with various aspects of holidays in 2012
- plans for holidays in 2013, including the potential impact of the current economic crisis on those plans

Where possible, results are compared to the last wave of the survey, conducted in January 2012.

This survey was carried out by the TNS Political & Social network in the 27 Member States of the European Union and in Croatia, Turkey, the Former Yugoslav Republic of Macedonia, Iceland, Norway, Serbia and Israel between 24 and 30 January 2013. Some 30,628 respondents from different social and demographic groups were interviewed via telephone (landline and mobile phone) in their mother tongue on behalf of the European Commission, Directorate-General for Enterprise and Industry. The methodology used is that of Eurobarometer surveys as carried out by the Directorate-General for Communication ("Research and Speechwriting" Unit)¹. A technical note on the manner in which interviews were conducted by the Institutes within the TNS Political & Social network is appended as an annex to this report. Also included are the interview methods and confidence intervals².

¹ http://ec.europa.eu/public_opinion/index_en.htm

² The results tables are included in the annex. It should be noted that the total of the percentages in the tables of this report may exceed 100% when the respondent has the possibility of giving several answers to the question.

Note: In this report, countries are referred to by their official abbreviation. The abbreviations used in this report correspond to:

ABBREVIATIONS			
BE	Belgium	LV	Latvia
CZ	Czech Republic	LU	Luxembourg
BG	Bulgaria	HU	Hungary
DK	Denmark	MT	Malta
DE	Germany	NL	The Netherlands
EE	Estonia	AT	Austria
EL	Greece	PL	Poland
ES	Spain	PT	Portugal
FR	France	RO	Romania
IE	Ireland	SI	Slovenia
IT	Italy	SK	Slovakia
CY	Republic of Cyprus*	FI	Finland
LT	Lithuania	SE	Sweden
		UK	The United Kingdom
HR	Croatia		
TR	Turkey	EU27	European Union – 27 Member States
MK	Former Yugoslav Republic of Macedonia****		
IS	Iceland	EU15	BE, IT, FR, DE, LU, NL, DK, UK, IE, EL, PT, ES, AT, SE, FI**
NO	Norway	NMS12	BG, CZ, EE, CY, LT, LV, MT, HU, PL, RO, SI, SK***

* Cyprus as a whole is one of the 27 European Union Member States. However, the 'acquis communautaire' has been suspended in the part of the country which is not controlled by the government of the Republic of Cyprus. For practical reasons, only the interviews carried out in the part of the country controlled by the government of the Republic of Cyprus are included in the 'CY' category and in the EU27 average.

** EU15 refers to the 15 countries forming the European Union before the enlargements of 2004 and 2007.

*** The NMS12 are the 12 'new Member States' which joined the European Union during the 2004 and 2007 enlargements.

**** Provisional abbreviation which in no way prejudices the definitive name of this country, which will be agreed once the current negotiations at the United Nations have been completed.

* * * * *

We wish to thank all the people interviewed who took the time to participate in this survey.

Without their active participation, this survey would not have been possible.

MAIN FINDINGS

Researching and planning a holiday

- Spending time in the sunshine or at the beach was the main reason for a holiday of at least four consecutive nights in 2012 (40%), closely followed by visiting family, friends or relatives (36%).
- Natural features such as the landscape and weather (44%) are most likely to make Europeans consider returning to the same place for a holiday. Three in ten would return to a holiday destination because of the quality of accommodation (31%).
- More than half (56%) say recommendations from friends, colleagues or relatives are most important when making decisions about travel plans, followed by information gathered from Internet websites (46%).
- Respondents are most likely to have used the Internet to arrange their holidays in 2012 (53%).

The holiday experience

- Spain was the most popular destination for European holidaymakers in 2012 (10%), followed by France and Italy (both 8%).
- Europeans are most likely to have organised various aspects of their 2012 holiday separately (36%), closely followed by package travel (not all-inclusive) (33%). In fact, package travel has increased in popularity since the last wave (+10 percentage points), while booking different aspects separately has declined (-13 percentage points).
- Europeans are most likely to be satisfied with the natural features (95%) and the quality of the accommodation (92%) on their main holiday of at least four nights in 2012. Satisfaction was lowest for the availability of accessible facilities for people with special needs (50%).
- If they needed to complain about any service provided during their holiday, most respondents would prefer to do this by talking to the staff member responsible for complaints (42%).

Travellers' profile in 2012

- 71% of EU citizens spent at least one night away from home when travelling for business or private purposes in 2012, while 27% did not travel.
- Europeans who took a personal holiday of at least four consecutive nights in 2012 are most likely to have stayed in paid accommodation (69%) - an increase of nine points since 2011. Staying with friends or relatives also increased in popularity by 12 points to 46%.

Holiday disabling factors 2012-2013

- Europeans who did not travel in 2012 are most likely to cite financial reasons for not taking a holiday (46%), which is consistent with the results from the previous wave (45%). Bulgarian (73%) and Greek (72%) respondents are the most likely to give this reason.
- Greek and Irish respondents are most likely to have changed their plans (54%), while Turkish (44%) and Maltese (48%) respondents are the least likely to say they are planning holidays in 2013.

Holiday plans for 2013

- Although three quarters of EU respondents (75%) are planning to go on holiday in 2013, 34% have changed their holiday plans as a result of the current economic situation.
- At least nine out of ten Norwegian (92%), Austrian (91%), German and Icelandic (90%) respondents plan to take a holiday in 2013.
- Europeans are most likely to be planning a holiday lasting between four and 13 consecutive nights in 2013 (42%) - higher than those planning short-stay (29%) or longer (20%) trips.
- The majority are planning to spend their holidays in their own country (51%), while 43% plan to visit another EU country. Spain (12%), Italy (8%) and France (7%) are the most popular destinations.
- 87% of Europeans who are planning their main holiday in the EU in 2013 also spent their main holiday in an EU country in 2012.

I. RESEARCHING AND PLANNING A HOLIDAY

Respondents were asked a series of questions about the way they research and plan their holidays. Initially they were asked for the main reasons they went on holiday in 2012, then they were asked what factors would influenced them to return to somewhere they had holidayed in the past. Respondents were also asked to describe the information sources they rely on when making decisions about their travel plans. Finally, they were asked what methods they used to organise their holidays.

1.1 Reasons for going on holiday in 2012

- Spending time in the sunshine or at the beach was the main reason for holidaying in 2012, closely followed by visiting family, friends or relatives -

Respondents who went on holiday for a minimum of four consecutive nights in 2012 were asked the main reasons for going on holiday in that year. They are most likely to say they went on holiday for sunshine or the beach (40%), while 36% took a vacation to visit family, friends or relatives. Just over one quarter (26%) went on holiday to visit nature, while 22% holidayed for cultural reasons and 20% visited a city. Around one in ten went for a wellness, spa or health treatment (12%), while 10% mentioned sports activities as the main reason for their holiday. Just over one in twenty (7%) said a specific event such as a festival was the main reason for their holiday in 2012.



Base: 69% from the total number of respondents
(Those who went on a personal holiday for a minimum of four consecutive nights during 2012)

The sun or the beach are more likely to have been the main reason for taking a holiday in 2012 compared to 2011 (+12 percentage points). Visiting nature and holidays for cultural reasons were also more popular in 2012 (both +8).

Respondents living in EU15 countries are more likely than their NMS12 counterparts to say the main reason for their holiday in 2012 was for sun or the beach (42% vs. 33%) or for cultural reasons (24% vs. 13%).

Respondents in Luxembourg and Slovenia are the most likely to say their main reason for taking a holiday in 2012 was for **sun or the beach** and this is also a popular reason for at least half of Portuguese (56%) and Greek (50%) respondents. In fact, in 20 countries (including Luxembourg and Slovenia) this is the most mentioned reason for a holiday in 2012. On the other hand, respondents in Malta (11%), Latvia (15%) and Iceland (17%) are the least likely to mention this as the main reason for their holiday in 2012.

More than half of all Latvian (55%) and Turkish (52%) respondents say the main reason for their holiday was to **visit family, friends or relatives**. This is also the most mentioned reason for respondents in eight other countries, particularly in Estonia (47%), Hungary and France (both 45%), Iceland (44%), Sweden and Lithuania (both 42%). On the other hand, 18% of Maltese, 24% of Dutch and 26% of Israelis said that visiting family, friends or relatives was the main reason for their holiday.




































Nature is the most common reason for a 2012 holiday among Dutch (42%), Czech (41%), Israeli (38%) and Slovakian (35%) respondents, and is also a popular reason among respondents in Serbia (42%). Irish (8%) and Macedonian (11%) holidaymakers are less likely than those from other countries to give this as their main reason.

Malta is the only country where **culture** is the most mentioned reason for a holiday in 2012 (27%), although across all countries it is respondents in Belgium who are most likely to mention this (35%), followed by those in the Netherlands (33%) and Austria (30). In contrast, 9% of Bulgarians, 10% of Romanians and 11% of Cypriot respondents say culture was the main reason for their holiday.

Across all countries, Italian, Finnish and Luxembourgish respondents are the most likely to mention **city trips** (all 27%). Macedonian (5%), Bulgarian and Portuguese (both 8%) and Serbian (9%) respondents are the least likely to mention city trips as a main reason for their holiday in 2012.

Latvian (37%), Macedonian and Icelandic (both 35%) respondents are the most likely to mention **wellness/spa/health treatments** as the main reason for their holiday, compared to 3% of Maltese and Danish respondents. Almost one quarter of Czech respondents holidayed for **sport-related activities** (24%), compared to 2% of Bulgarian, Romanian and Macedonian respondents. **Specific events** such as festivals were the main reason for a 2012 holiday for 15% of Irish and Latvian respondents, but are mentioned by only 3% of Macedonian respondents.

Q5 What were your main reasons for going on holiday in 2012?

	Sun/beach	Visiting family/friends/relatives	Nature (mountain, lake, landscape etc...)	Culture (e.g religious, culinary purposes, arts)	City trips	Wellness/Spa /health treatment	Sport-related activities (e.g. scuba-diving, cycling etc...)	Specific events (sporting events/festivals/clubbing)
 EU27	40%	36%	26%	22%	20%	12%	10%	7%
 BE	48%	27%	39%	35%	25%	12%	18%	6%
 BG	39%	32%	22%	9%	8%	11%	2%	5%
 CZ	34%	27%	41%	17%	11%	14%	24%	10%
 DK	39%	28%	30%	29%	18%	3%	11%	6%
 DE	35%	34%	33%	27%	21%	16%	17%	5%
 EE	31%	47%	24%	26%	16%	7%	9%	9%
 IE	44%	38%	8%	16%	14%	6%	9%	15%
 EL	50%	41%	23%	12%	16%	5%	4%	10%
 ES	43%	38%	19%	27%	20%	7%	5%	6%
 FR	41%	45%	24%	19%	19%	17%	8%	5%
 IT	46%	34%	21%	23%	27%	13%	4%	6%
 CY	35%	33%	15%	11%	19%	5%	4%	6%
 LV	15%	55%	23%	17%	25%	37%	11%	15%
 LT	37%	42%	34%	16%	19%	12%	9%	10%
 LU	58%	42%	31%	26%	27%	20%	10%	7%
 HU	32%	45%	23%	12%	25%	20%	9%	6%
 MT	11%	18%	26%	27%	15%	3%	3%	12%
 AT	42%	35%	30%	30%	22%	18%	17%	6%
 NL	40%	24%	42%	33%	21%	4%	18%	6%
 PL	29%	39%	29%	12%	26%	8%	11%	7%
 PT	56%	39%	19%	24%	8%	24%	8%	9%
 RO	37%	35%	26%	10%	16%	12%	2%	8%
 SI	58%	20%	21%	12%	13%	15%	11%	8%
 SK	33%	28%	35%	17%	24%	19%	14%	8%
 FI	29%	37%	25%	24%	27%	14%	14%	10%
 SE	42%	42%	21%	22%	19%	20%	12%	10%
 UK	43%	35%	17%	18%	15%	4%	9%	11%
 HR	41%	40%	19%	13%	17%	8%	9%	5%
 MK	47%	34%	11%	13%	5%	35%	2%	3%
 IS	17%	44%	19%	12%	13%	35%	8%	14%
 RS	44%	37%	42%	14%	9%	8%	11%	6%
 TR	23%	52%	14%	12%	16%	10%	7%	10%
 IL	24%	26%	38%	25%	24%	8%	9%	12%
 NO	44%	33%	16%	24%	20%	16%	10%	7%

Highest percentage per country	Lowest percentage per country
Highest percentage per item	Lowest percentage per item

Base: Those who went on a personal holiday for a minimum of four consecutive nights during 2012

Respondents in each country are more likely to say that sun or the beach was a main reason for their holiday in 2012, compared to the results from the previous survey. This is particularly the case for respondents from Cyprus (+27 percentage points), Belgium, Luxembourg (both +25), Slovenia (+21) and Greece (+20).

Respondents in Serbia are much more likely to have taken a holiday for nature in 2012 compared to 2011 (+20 percentage points), as are Belgian (+17), Slovakian and Lithuanian respondents (both +16).

The **socio-demographic analysis** illustrates that:

- The only difference between men and women is that women are more likely to mention visiting family, friends or relatives as a main reason for their holiday in 2012 (40% vs. 33%).
- Respondents aged 55+ are the most likely to mention wellness/spa/health treatments (15%) and nature (29%) as main reasons, particularly when compared to 15-24 year-olds (8%, 18%). They are also more likely than 25-54 year-olds to mention culture (25% vs. 19%-20%), but less likely to holiday for sun/beach (31% vs. 44%-45%). On the other hand, 15-24 year-olds are the most likely to say that a specific event was the main reason for their holiday (14% vs. 4%-8% for other age groups). 15-39 year-olds are the most likely to have taken a holiday in 2012 to visit family, friends or relatives (39%-43% vs. 32%-34% for other age groups).
- Respondents who completed their education aged 20+ are the most likely to mention nature (29%), culture (25%) and city trips (22%) as main reasons for their holiday.
- There are few differences between occupation groups. Those who are not working are more likely than other occupation groups to mention visiting family, friends or relatives (41%), and they are least likely to mention sun or the beach - particularly compared to employees (34% vs. 46%). Manual workers are less likely than other occupation groups to say the main reason for their holiday was cultural (14%).

Q5 What were your main reasons for going on holiday in 2012? (MAX. 3 ANSWERS)

	Sun/beach	Visiting family/friends / relatives	Nature (mountain, lake, landscape etc...)	Culture (e.g religious, culinary purposes, arts)	City trips	Wellness/Spa /health treatment	Sport-related activities (e.g. scuba-diving, cycling etc...)	Specific events (sporting events/festivals/clubbing)
EU27	40%	36%	26%	22%	20%	12%	10%	7%
Sex								
Male	39%	33%	26%	20%	19%	12%	12%	8%
Female	41%	40%	25%	23%	21%	12%	9%	6%
Age								
15-24	44%	43%	18%	22%	22%	8%	11%	14%
25-39	44%	39%	24%	19%	21%	10%	11%	8%
40-54	45%	32%	28%	20%	19%	12%	12%	5%
55 +	31%	34%	29%	25%	19%	15%	8%	4%
Education (End of)								
15-	35%	35%	22%	14%	15%	12%	5%	4%
16-19	40%	35%	24%	18%	18%	12%	9%	6%
20+	40%	35%	29%	25%	22%	12%	12%	6%
Still studying	44%	45%	18%	23%	23%	8%	11%	16%
Respondent occupation scale								
Self-employed	42%	30%	26%	23%	20%	13%	12%	8%
Employee	46%	34%	27%	22%	21%	11%	12%	7%
Manual workers	41%	35%	27%	14%	18%	11%	11%	8%
Not working	34%	41%	25%	23%	20%	12%	8%	7%

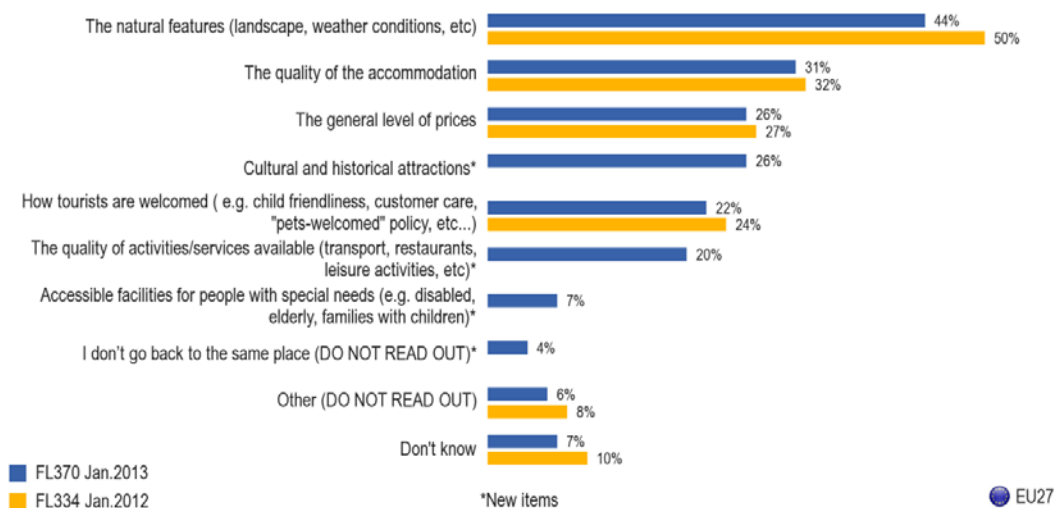
Base: 69% from the total number of respondents
(Those who went on a personal holiday for a minimum of four consecutive nights during 2012)

1.2 Respondents' motivation to return to the same place for holidays

- *Natural features are most likely to make respondents consider visiting the same location for another holiday -*

Just over four out of ten (44%) respondents say that the natural features of a holiday destination would make them return for another holiday - a decrease of six percentage points since the previous survey. Quality of accommodation comes a distant second (31%), followed by the general level of prices, cultural and historical attractions (both 26%) and how tourists are welcomed (22%). One in five (20%) would go back to the same place for a holiday because of the quality of the activities or services available, while for 7% accessible facilities for people with special needs would prompt them to return.

Q8. Which of the following would make you go back to the same place for a holiday?



Base: Total number of respondents

For respondents in 29 countries, **natural features** such as the landscape and the weather are the most mentioned reason to return to a destination for another holiday. This is particularly the case for Czech and Dutch respondents (both 55%), as well as those in Luxembourg (53%) and Denmark (50%). On the other hand, Macedonian respondents are the least likely to mention this as a reason to revisit a holiday destination (20%).

At least four out of ten respondents in the UK (42%) say the **quality of the accommodation** would make them return to the same place for another holiday. In fact, this was the most mentioned reason for UK respondents. Accommodation quality would also draw 37% of Austrians, 36% of Luxembourgish, Portuguese and Germans and 35% of Belgian respondents back to the same place for a holiday. In contrast, 13% of Estonian, 18% of Icelandic and Latvian respondents and 19% of Lithuanian respondents say the same.

Israeli (45%), Turkish (33%) and Macedonian respondents (24%) are most likely to mention the **general level of prices** as a reason to return to the same place for another holiday. Israelis are also the most likely to mention this reason across all countries studied, followed by respondents in Serbia (37%) and Greece (34%). On the other hand, the general level of prices is least likely to be mentioned by respondents in the Czech Republic (17%) and the Netherlands (19%).




































Respondents living in Malta are most likely to say that **cultural and historical attractions** would make them return to the same place for another holiday (42%). Respondents in Latvia (35%) and Denmark (33%) are also likely to mention this reason. In fact in 21 countries at least one quarter of respondents mention **cultural and historical attractions** as a reason to revisit a holiday destination. However, this feature is least likely to draw Macedonian (11%), Serbian (17%), Romanian (18%) or Slovenian respondents (19%).

Respondents in Belgium are the most likely to mention **how tourists are welcomed** (30%), followed by those in France and Latvia (28%), Luxembourg (27%) and Portugal (26%). This reason is least mentioned by Croatian and Cypriot respondents (both 10%).

UK respondents are the most likely to mention the **quality of activities or services** as a reason to return to the same place for a holiday (31%), followed by Irish (30%), Norwegian and Finnish (both 27%) respondents. Only 3% of Macedonian respondents say the same.

UK respondents are also the most likely to mention **accessible facilities for people with special needs** (12%), while Macedonian respondents are the least likely to mention this (1%).

Q8 Which of the following would make you go back to the same place for a holiday?

	The natural features (landscape, weather conditions, etc)	The quality of the accommodation	The general level of prices	Cultural and historical attractions	How tourists are welcomed (e.g. child friendliness, customer care, "pets-welcomed" policy, etc...)	The quality of activities/services available (transport, restaurants, leisure activities, etc)	Accessible facilities for people with special needs (e.g. disabled, elderly, families with children)
 EU27	44%	31%	26%	26%	22%	20%	7%
 BE	42%	35%	27%	25%	30%	23%	8%
 BG	44%	22%	24%	22%	20%	14%	3%
 CZ	55%	32%	17%	29%	20%	21%	11%
 DK	50%	27%	24%	33%	22%	19%	8%
 DE	48%	36%	22%	28%	23%	19%	5%
 EE	36%	13%	23%	26%	12%	13%	2%
 IE	37%	32%	32%	26%	24%	30%	7%
 EL	47%	27%	34%	24%	18%	19%	4%
 ES	45%	33%	23%	31%	18%	16%	7%
 FR	48%	29%	24%	22%	28%	16%	5%
 IT	42%	22%	28%	25%	25%	17%	6%
 CY	37%	20%	29%	32%	10%	13%	2%
 LV	38%	18%	31%	35%	28%	23%	6%
 LT	45%	19%	27%	23%	16%	12%	6%
 LU	53%	36%	23%	28%	27%	21%	10%
 HU	40%	25%	23%	29%	17%	16%	4%
 MT	39%	20%	21%	42%	22%	17%	5%
 AT	45%	37%	24%	31%	25%	21%	6%
 NL	55%	33%	19%	28%	19%	17%	5%
 PL	41%	22%	29%	20%	17%	14%	7%
 PT	49%	36%	33%	24%	26%	20%	8%
 RO	38%	23%	22%	18%	14%	22%	5%
 SI	43%	28%	21%	19%	21%	14%	6%
 SK	45%	29%	25%	24%	18%	25%	8%
 FI	34%	27%	29%	31%	17%	27%	4%
 SE	36%	25%	20%	32%	20%	22%	4%
 UK	37%	42%	32%	29%	23%	31%	12%
 HR	35%	25%	28%	22%	10%	12%	4%
 MK	20%	21%	24%	11%	15%	3%	1%
 IS	42%	18%	26%	27%	14%	20%	3%
 RS	46%	34%	37%	17%	19%	17%	4%
 TR	32%	24%	33%	23%	12%	21%	9%
 IL	36%	29%	45%	27%	25%	23%	3%
 NO	42%	32%	25%	31%	22%	27%	3%






Highest percentage per country	Lowest percentage per country
Highest percentage per item	Lowest percentage per item

Base: Total number of respondents

The **socio-demographic analysis** reveals:

- Respondents aged 55+ are the least likely to say that the quality of the accommodation (27%), the level of prices (18%) or how tourists are welcomed (17%) would make them return to the same place for a holiday. In addition, the older the respondent, the less likely they are to say that the quality of activities or services would make them return: 27% of 15-24 year-olds mention this, compared to 14% of those aged 55+.
- The longer a respondent remained in education, the more likely they are to say they would go back to the same place for a holiday because of natural features like the landscape (48% vs. 35%-43% for other levels of education). In addition, those who completed their education aged 15 or younger are least likely to mention accommodation quality (26%), the level of prices (22%) or the quality of activities or services (13%). Those who are still studying are the most likely to mention cultural and historical attractions (33% vs. 18%-32% for other levels of education).
- Respondents who live in large towns are more likely to return to the same place for cultural and historical attractions compared to those who live in rural villages (30% vs. 23%).
- Employees (35%) and the self-employed (34%) are more likely than other occupation groups (26%-27%) to mention the quality of the accommodation. Respondents who are not working are the least likely to mention natural features (40%), the general level of prices (22%) or the quality of activities or services (17%).

Q8 Which of the following would make you go back to the same place for a holiday? (MAX. 3 ANSWERS)

	The natural features (landscape, weather conditions, etc)	The quality of the accommodation	The general level of prices	Cultural and historical attractions	How tourists are welcomed (e.g. child friendliness, customer care, "pets-welcomed" policy, etc...)	The quality of activities/services available (transport, restaurants, leisure activities, etc)	Accessible facilities for people with special needs (e.g. disabled, elderly, families with children)
EU27	44%	31%	26%	26%	22%	20%	7%
 Sex							
Male	44%	31%	27%	25%	20%	20%	6%
Female	44%	31%	25%	27%	24%	19%	8%
 Age							
15-24	41%	33%	29%	29%	27%	27%	5%
25-39	46%	32%	33%	26%	26%	23%	9%
40-54	46%	33%	27%	26%	22%	19%	6%
55 +	42%	27%	18%	25%	17%	14%	7%
 Education (End of)							
15-	35%	26%	22%	18%	18%	13%	9%
16-19	43%	32%	27%	22%	22%	19%	8%
20+	48%	31%	26%	32%	22%	21%	6%
Still studying	42%	32%	29%	33%	27%	27%	4%
 Subjective urbanisation							
Rural village	43%	31%	25%	23%	21%	18%	7%
Small/ Mid-size town	43%	30%	25%	26%	23%	20%	7%
Large town	45%	32%	27%	30%	21%	21%	6%
 Respondent occupation scale							
Self-employed	46%	34%	27%	28%	22%	22%	6%
Employee	48%	35%	30%	28%	25%	23%	6%
Manual workers	44%	26%	30%	22%	22%	19%	5%
Not working	40%	27%	22%	25%	20%	17%	8%

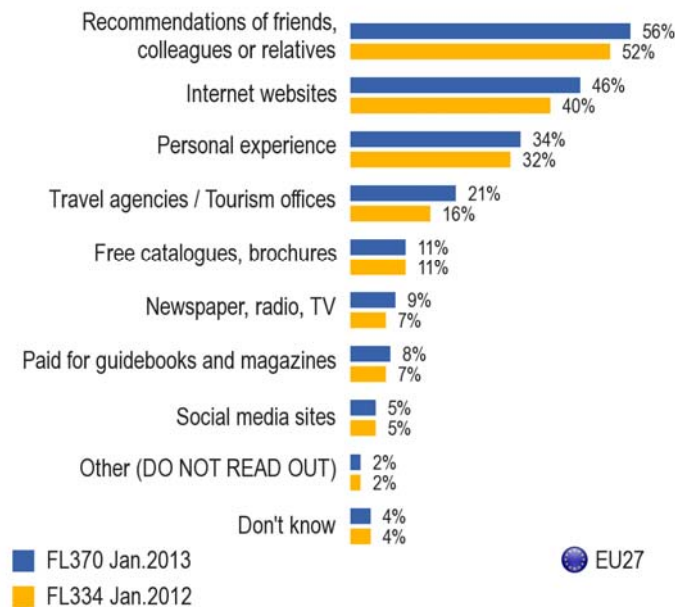
Base: Total number of respondents

1.3 Most used sources of information for planning a holiday

- Recommendations from friends, colleagues or relatives are considered most important when making decisions about travel plans -

Respondents were asked what sources of information they considered to be most important when making decisions about their travel plans. More than half (56%) say the recommendations of friends, family or colleagues, while 46% mention Internet websites. Just over one third (34%) consider personal experience important, while 21% say travel agencies and tourism offices and 11% mention free catalogues or brochures. Fewer than one in ten mention newspaper, radio or TV (9%), paid-for guidebooks and magazines (8%) or social media sites (5%).

Q10. Of the following information sources, which do you consider to be the most important when you make a decision about your travel plans?



Base: Total number of respondents

There are few notable changes compared to the last wave of the survey, with Internet websites (+6 percentage points) and travel agencies or tourism offices (+5) the only information sources to record an increase in mentions of at least 5 percentage points.

In the current wave of the survey, Internet websites are also more frequently mentioned by respondents in EU15 countries, compare to those in NMS12 (48% vs. 38%), and the same pattern applies for travel agencies and tourism offices (EU15: 23% vs. NMS12: 12%).

Recommendations by friends, colleagues or relatives are the most important information sources for respondents in 28 countries, particularly those in Latvia (68%), the Czech Republic (64%), Spain and Portugal (both 63%). At the other end of the scale, fewer than half of Macedonian (34%), Maltese, Cypriot (both 41%), Italian (47%) and Romanian (49%) respondents mentioned recommendations by friends, colleagues or relatives.

Internet websites are the most important source of information for respondents in seven countries: The Netherlands, Finland (both 63%), Iceland (60%), Denmark (57%), Luxembourg (51%), Malta (46%) and Cyprus (42%). In contrast, 24% of Romanian, 25% of Serbian and 27% of Macedonian respondents mention Internet websites.




































Respondents in Serbia are the most likely to consider **personal experience** to be most important when making decisions about travel plans (47%), and this is also an important factor for Slovakian and Luxembourgish respondents (44%). By comparison, 19% of Turkish respondents mention personal experience as important.

Three in ten Spanish respondents (30%) say that **travel agencies or tourism offices** are important when making travel decisions, as do 29% of Luxembourgish and 28% of Austrian and German respondents. However, just 4% of Hungarian and 5% of Norwegian respondents say the same.

Respondents in Luxembourg are the most likely to say that **free catalogues or brochures** are important when making travel plan decisions (19%), while only 2% of Serbians say the same.

Almost one in five Latvian respondents (18%) say **newspaper, radio and TV** are important, compared to 3% of Serbians. Israeli respondents are the most likely to mention **paid for guidebooks** (12%), while Swedish respondents are the most likely to mention **social media sites** (11%).

Q10 Of the following information sources, which do you consider to be the most important when you make a decision about your travel plans?

	Recommendations of friends, colleagues or relatives	Internet websites	Personal experience	Travel agencies / Tourism offices	Free catalogues, brochures	Newspaper, radio, TV	Paid for guidebooks and magazines	Social media sites
 EU27	56%	46%	34%	21%	11%	9%	8%	5%
 BE	51%	49%	38%	25%	18%	11%	9%	4%
 BG	54%	32%	28%	7%	4%	9%	1%	5%
 CZ	64%	52%	40%	13%	15%	8%	4%	3%
 DK	52%	57%	29%	9%	12%	10%	9%	3%
 DE	56%	47%	38%	28%	13%	10%	11%	6%
 EE	56%	55%	26%	14%	5%	9%	2%	5%
 IE	58%	48%	30%	14%	10%	8%	6%	5%
 EL	60%	44%	35%	15%	7%	10%	6%	7%
 ES	63%	44%	29%	30%	5%	7%	6%	7%
 FR	55%	43%	31%	20%	11%	10%	9%	3%
 IT	47%	46%	30%	24%	11%	5%	7%	4%
 CY	41%	42%	32%	14%	6%	4%	6%	7%
 LV	68%	47%	30%	18%	10%	18%	2%	6%
 LT	59%	41%	26%	12%	7%	9%	2%	4%
 LU	51%	51%	44%	29%	19%	14%	11%	3%
 HU	58%	41%	39%	4%	12%	7%	6%	4%
 MT	41%	46%	26%	19%	18%	10%	4%	3%
 AT	60%	49%	34%	28%	16%	9%	11%	6%
 NL	50%	63%	35%	17%	16%	7%	8%	8%
 PL	59%	40%	34%	10%	7%	8%	5%	5%
 PT	63%	38%	32%	26%	8%	13%	10%	10%
 RO	49%	24%	28%	19%	6%	10%	5%	8%
 SI	50%	31%	38%	18%	17%	7%	7%	6%
 SK	59%	47%	44%	19%	15%	15%	6%	8%
 FI	55%	63%	32%	12%	16%	14%	7%	7%
 SE	61%	57%	39%	9%	11%	13%	9%	11%
 UK	58%	53%	41%	19%	17%	10%	9%	4%
 HR	50%	35%	34%	8%	7%	6%	2%	3%
 MK	34%	27%	31%	20%	5%	9%	2%	10%
 IS	59%	60%	38%	11%	14%	9%	6%	4%
 RS	62%	25%	47%	15%	2%	3%	3%	1%
 TR	55%	32%	19%	13%	9%	15%	3%	7%
 IL	62%	54%	34%	16%	9%	12%	12%	8%
 NO	56%	52%	40%	5%	8%	13%	11%	6%

Highest percentage per country	Lowest percentage per country
Highest percentage per item	Lowest percentage per item

Base: Total number of respondents

A review of the **socio-demographic analysis** shows that:

- Women are slightly more likely than men to mention travel agencies/tourism offices as the most important information source when making decisions about travel plans (23% vs. 18%), but apart from this there are no other notable differences between men and women.
- The younger the respondent, the more likely they are to say recommendations from friends, colleagues or relatives are important: 67% of 15-24 year-olds mention this, compared to 44% of those aged 55+. The youngest respondents are also the most likely to mention social media sites (11%). Respondents aged 55+ are much less likely than younger respondents to mention Internet websites as important (29% vs. 53%-58% for other age groups). However, they are the most likely to mention tourism offices/travel agencies (24%).
- Respondents who completed their education prior to age 16 are less likely than those with higher education levels to mention personal experience (28%) or recommendations from friends, colleagues or relatives (42%). They are, however, the most likely to mention tourism offices or travel agencies (26%). In addition, the longer a respondent remained in education, the more likely they are to mention Internet websites: 23% of those who completed education before age 16 mention them, compared to 54% of those who completed education aged 20+ and 56% of those still studying.
- Manual workers and those who are not working are less likely to say that personal experience is important when making decisions about travel plans (31% and 33% respectively). Respondents who are not working are also the least likely to mention Internet websites (34%) and recommendations from friends, colleagues or relatives (50%). Employees are the most likely to mention these two information sources (Internet: 60%, friends etc: 63%).

Q10 Of the following information sources, which do you consider to be the most important when you make a decision about your travel plans? (MAX. 3 ANSWERS)

	Recommendations of friends, colleagues or relatives	Internet websites	Personal experience	Travel agencies / Tourism offices	Free catalogues, brochures	Newspaper, radio, TV	Paid for guidebooks and magazines	Social media sites
EU27	56%	46%	34%	21%	11%	9%	8%	5%
Sex								
Male	54%	48%	36%	18%	10%	9%	8%	5%
Female	57%	44%	33%	23%	13%	9%	8%	5%
Age								
15-24	67%	54%	36%	18%	10%	7%	7%	11%
25-39	65%	58%	35%	17%	8%	7%	8%	7%
40-54	57%	53%	35%	21%	11%	8%	8%	5%
55 +	44%	29%	32%	24%	14%	11%	8%	2%
Education (End of)								
15-	42%	23%	28%	26%	12%	9%	4%	2%
16-19	55%	43%	34%	22%	12%	9%	6%	5%
20+	59%	54%	36%	19%	11%	9%	10%	6%
Still studying	70%	56%	39%	18%	9%	7%	9%	11%
Respondent occupation scale								
Self-employed	60%	54%	37%	18%	8%	8%	8%	6%
Employee	63%	60%	36%	20%	11%	8%	9%	6%
Manual workers	57%	45%	31%	19%	11%	9%	5%	6%
Not working	50%	34%	33%	22%	12%	10%	7%	4%

Base: Total number of respondents

1.4 How respondents arranged their holidays in 2012

- The Internet remains the most common way to arrange holidays -

The Internet is still the most common way to arrange holidays, with 53% using it for this reason in 2012. Around one in five (21%) used someone they know, while 19% used the phone or visited a travel agency. Around one in ten (11%) made the arrangements on site, while 6% used the counter at a transportation company and 3% made arrangements by post.



Base: 69% from the total number of respondents
(Those who went on a personal holiday for a minimum of four consecutive nights during 2012)

As for the previous question, the Internet is more likely to be mentioned by respondents living in EU15 countries compared to those in NMS12 (57% vs. 36%). Respondents living in EU15 countries are also more likely to have made arrangements over the counter at a travel agency (21% vs. 12% for NMS12). Respondents living in NMS12 countries are, however, more likely to have made arrangements through someone they know (26% vs. 20%).

The **Internet** was the most used method to arrange holidays in 2012 in all but four countries, and is most mentioned by respondents in Norway (80%), the Netherlands (75%) and Ireland (73%). The exceptions are Macedonian (15%), Serbian (17%), Croatian (21%) and Turkish (22%) respondents.




































Latvian (43%), Croatian (33%) and Turkish (26%) respondents are more likely than those from other countries to have arranged their 2012 holiday through **someone they know**. In contrast, respondents in Cyprus (10%), the Netherlands, Ireland (both 12%), Malta and Denmark (both 13%) are least likely to have done this.

One third of respondents in the UK and Israel (both 33%) arranged their holiday over the **phone**, as did 31% of Finnish respondents. Only 8% of Danish and 9% of Croatian respondents used this method.

Respondents in Serbia are most likely to have arranged their holidays **over the counter at a travel agency** (26%), although across all countries it is Luxembourgish respondents who are the most likely to have done this (36%), followed by those in Austria (32%). Three in ten Macedonian respondents (30%) booked their 2012 holiday **on site**, as did 29% of Lithuanian respondents. By comparison, 4% of Danish, Irish, Cypriot and Maltese respondents did the same.

Around one in five Latvians (20%) and Luxembourgish respondents (19%) booked their holiday **over the counter at a transportation company**, compared to 1% of Dutch respondents. Respondents in France and Luxembourg are more likely than those from other countries to have booked by **post** (both 6%).

Q7 Did you arrange your holiday in 2012 using any of the following methods?

	The Internet	Through someone you know	Over the phone	Over the counter at a travel agency	On-site (place of holidays)	Over the counter of a transportation company (airline company, railway company etc...)	By post
 EU27	53%	21%	19%	19%	11%	6%	3%
 BE	62%	29%	16%	28%	21%	8%	4%
 BG	28%	17%	16%	11%	12%	3%	1%
 CZ	41%	29%	14%	16%	14%	3%	1%
 DK	68%	13%	8%	9%	4%	3%	0%
 DE	53%	17%	18%	26%	10%	3%	2%
 EE	33%	20%	15%	15%	8%	8%	0%
 IE	73%	12%	19%	16%	4%	3%	2%
 EL	40%	19%	18%	11%	13%	5%	1%
 ES	56%	19%	13%	25%	11%	6%	2%
 FR	50%	25%	19%	13%	13%	8%	6%
 IT	50%	17%	16%	18%	9%	4%	0%
 CY	60%	10%	13%	17%	4%	2%	0%
 LV	43%	43%	23%	12%	16%	20%	1%
 LT	30%	22%	13%	10%	29%	5%	2%
 LU	49%	24%	18%	36%	18%	19%	6%
 HU	34%	30%	12%	10%	5%	6%	1%
 MT	57%	13%	10%	29%	4%	6%	1%
 AT	54%	16%	20%	32%	12%	4%	1%
 NL	75%	12%	10%	18%	11%	1%	1%
 PL	40%	25%	25%	10%	9%	6%	1%
 PT	45%	30%	24%	22%	15%	7%	2%
 RO	30%	24%	17%	13%	15%	2%	0%
 SI	35%	22%	21%	24%	13%	2%	2%
 SK	36%	35%	20%	16%	12%	6%	2%
 FI	66%	20%	31%	14%	11%	15%	4%
 SE	67%	22%	14%	14%	14%	7%	3%
 UK	70%	25%	33%	22%	10%	10%	5%
 HR	21%	33%	9%	10%	5%	8%	0%
 MK	15%	18%	18%	22%	30%	5%	0%
 IS	62%	21%	10%	7%	11%	5%	5%
 RS	17%	19%	16%	26%	19%	6%	0%
 TR	22%	26%	21%	10%	8%	15%	1%
 IL	55%	23%	33%	25%	12%	7%	0%
 NO	80%	16%	21%	12%	7%	3%	2%

Highest percentage per country

Lowest percentage per country

Highest percentage per item





Lowest percentage per item

Base: Those who went on a personal holiday for a minimum of four consecutive nights during 2012

The **socio-demographic analysis** shows few notable differences:

- Respondents aged 55+ are the least likely to have used the Internet to arrange their 2012 holiday (39%), particularly when compared to those aged 25-39 (63%). The oldest age group is, however, the most likely to have booked over the counter at a travel agency (23%) or on the phone (22%). On the other hand, those aged 15-24 are more likely than older age groups to have made arrangements through someone they know (32% vs. 17%-22% for other age groups).
- The longer a respondent remained in education, the more likely they are to have booked using the Internet. Almost six out of ten (59%) who completed their education aged 20+ used the Internet to arrange their 2012 holiday, compared to 32% of those who completed their education prior to the age of 16. The Internet is also more likely to have been used by those living in large towns (58%), employees (65%) or the self-employed (61%).
- Respondents who completed their education prior to the age of 16 are the most likely to have booked over the counter at a travel agency (24%).

Q7 Did you arrange your holiday in 2012 using any of the following methods? (MULTIPLE ANSWERS POSSIBLE)

	The Internet	Through someone you know	Over the phone	Over the counter at a travel agency	On-site (place of holidays)	Over the counter of a transportation company (airline company, railway company etc...)	By post
EU27	53%	21%	19%	19%	11%	6%	3%
 Age							
15-24	59%	32%	16%	18%	11%	7%	2%
25-39	63%	22%	18%	15%	13%	5%	2%
40-54	57%	17%	20%	20%	11%	5%	2%
55 +	39%	19%	22%	23%	9%	6%	4%
 Education (End of)							
15-	32%	20%	22%	24%	7%	7%	4%
16-19	49%	21%	21%	20%	11%	6%	3%
20+	59%	19%	19%	18%	12%	5%	2%
Still studying	60%	33%	17%	16%	11%	8%	3%
 Subjective urbanisation							
Rural village	51%	22%	21%	20%	11%	5%	3%
Small/ Mid-size town	51%	21%	19%	19%	10%	6%	3%
Large town	58%	21%	18%	19%	12%	7%	2%
 Respondent occupation scale							
Self-employed	61%	20%	16%	19%	10%	6%	1%
Employee	65%	20%	19%	19%	12%	4%	3%
Manual workers	48%	22%	19%	17%	11%	5%	2%
Not working	42%	23%	21%	20%	10%	7%	3%

*Base: 69% from the total number of respondents
(Those who went on a personal holiday for a minimum of four consecutive nights during 2012)*

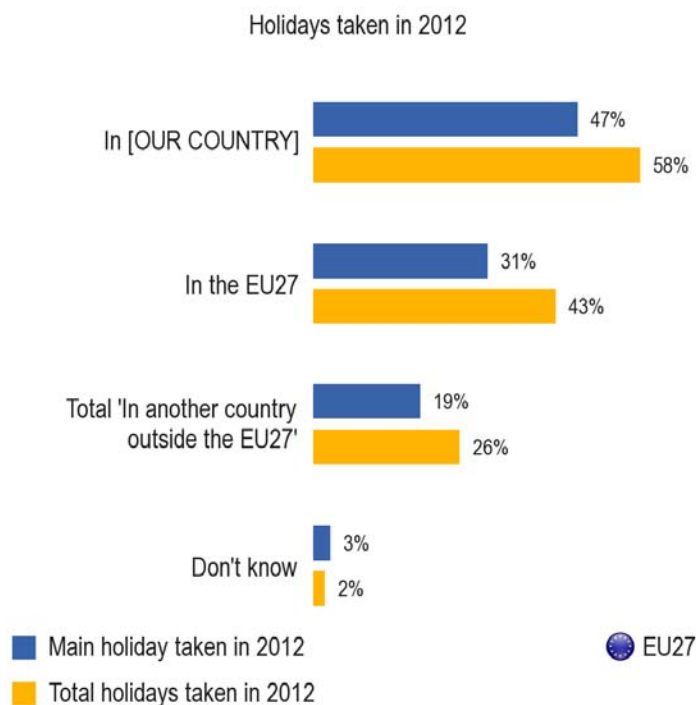
II. THE HOLIDAY EXPERIENCE

Respondents who went on a holiday of at least four nights during 2012 were asked about their experience. They were asked where they went for their holiday or holidays, and they were also asked about the type of holiday they took (e.g. package holiday). In addition, respondents were asked about the modes of transport they used to reach their holiday destination and finally their level of satisfaction with various aspects of their holiday.

2.1 Destinations for holidays taken in 2012³

- Respondents are most likely to have holidayed in their own country in 2012 -

Respondents were asked two questions about their holidays in 2012. They were asked where they went for their main holiday of at least four consecutive nights, where the main holiday was described as the one most important to them. Respondents were also asked what countries they went to for any other holidays of at least four consecutive nights in 2012. The chart below shows the results for respondents' main holiday, and for all the holidays taken in 2012 (including the main holiday).



Base: 69% from the total number of respondents
(Those who went on a personal holiday for a minimum of four consecutive nights during 2012)

³ When asking the question (OUR COUNTRY) is replaced by the name of the country where the interview is conducted (i.e. if a Belgian respondent has spent his/her holiday in Belgium, the answer is coded under 'In (OUR COUNTRY)').

Although not a majority, most respondents say they took their main holiday in their own country (47%), while 31% went to an EU country. Almost one in five (19%) took their main holiday in a country outside the EU⁴.

Considering all holidays taken in 2012, the pattern is the same. Almost six out of ten (58%) holidayed in their own country, while 43% holidayed in an EU country and 26% had a holiday in a country outside the EU.

Respondents living in the EU15 countries are more likely to have holidayed in an EU27 country than those living in the NMS12 countries (44% vs. 39%), and they are also more likely to have holidayed in a country outside the EU (28% vs. 21%). There is, however, no significant difference in the proportion who spent at least four consecutive nights on holiday in their own country (EU15: 58% vs. NMS12: 59%).

Looking at these results in a different way, by combining the 'in our country' responses with the 'in the EU' responses for EU27 Member States, shows that 88% of EU respondents who went on holiday for at least four nights went somewhere within the EU, either in their own country or in another Member State.

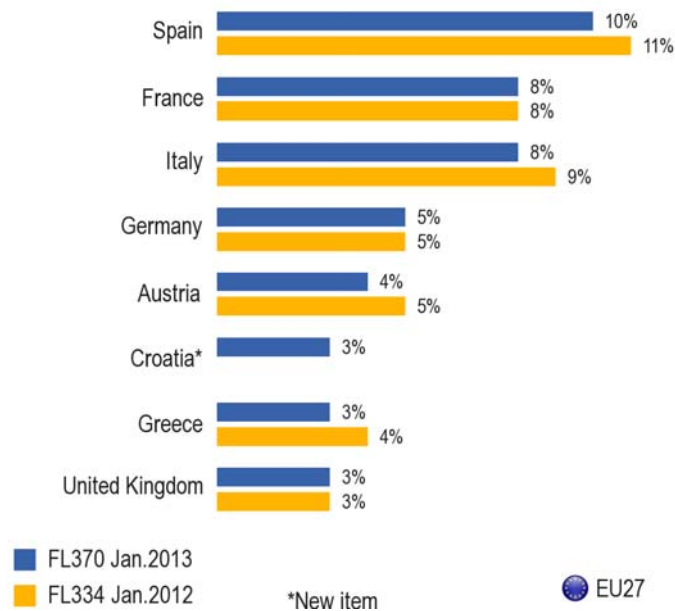
The chart below shows the top eight destinations for holidays taken in the past year for the last two waves of the survey⁵. There has been little change. Spain remains the most popular destination (10%), followed by France, Italy (both 8%) and Germany (5%). Austria (4%), Croatia, Greece and the UK (all 3%) make up the rest of the top eight.

If domestic holidays by respondents are included, then the picture for 2012 is slightly different: Italy (18%), Spain (17%), France (16%), Germany (14%), the UK (9%), Poland (6%), Austria (5%) and Greece (4%).

⁴ The results for 'in the EU27' do not include domestic holidays taken by respondents living in an EU27 country: e.g. domestic holidays taken by Spanish respondents are not included in the "in the EU27" results. The results for 'in another country outside the EU27' do not include domestic holidays taken by respondents living in a country outside the EU27: e.g. domestic holidays taken by Israeli respondents are not included in the 'in another country outside the EU27' results.

⁵ Does not include domestic holidays.

Top 8 destinations for holidays taken in the previous year



Base: 69% from the total number of respondents
 (Those who went on a personal holiday for a minimum of four consecutive nights during 2012)

The majority of respondents in 16 countries took their holidays of at least four nights in their own country. This is particularly the case for Greek (87%), Italian and Turkish respondents (both 80%) and those in Bulgaria (79%). In contrast domestic holidays were least common among respondents in Luxembourg (2%) and Belgium (14%).

In 16 countries at least half of all respondents spent their holidays in an EU27 country⁶. In Luxembourg more than nine out of ten respondents (91%) holidayed in another EU27 country, as did 79% of Belgian, 76% of Maltese and 75% of Irish respondents. By comparison, 9% of Turkish respondents said they holidayed in an EU country.

Slovenia is the only country where a majority of respondents said that they holidayed in a country outside the EU (mainly Croatia) in 2012 (72%)⁷. In fact, it is the only country where at least half of all respondents said this - the next closest countries being Austria (46%) and Serbia (45%). At the other end of the scale, 7% of Romanian and Turkish respondents and 10% of Greek respondents said they holidayed in a non-EU country in 2012.

Trends since the last wave⁸ show that Maltese respondents are much more likely to have holidayed in their own country in 2012 than they were in 2011 (+23 percentage points). In contrast, Slovakian (-13), Icelandic (-12), Finnish and Turkish (both -11) respondents are all less likely to have holidayed domestically in 2012.

⁶ The results for 'in the EU27' do not include domestic holidays taken by respondents living in an EU 27 country: e.g. domestic holidays taken by Spanish respondents are not included in the "in the EU27" results for Spain.




































⁷ The results for 'in another country outside the EU27' do not include domestic holidays taken by respondents living in a country outside the EU27: e.g. domestic holidays taken by Israeli respondents are not included in the 'in another country outside the EU27' results for Israel.

⁸ For this analysis, the data for the total between Q4A and Q4B was compared to data for Q5 from FL334.

Country level trends for holidays in the EU are less dramatic, with the largest variations seen among respondents in Malta (-15) and Greece (-7). On the other hand, Norwegian (+10) and Finnish (+8) respondents are more likely to have holidayed in the EU in 2012 compared to 2011.

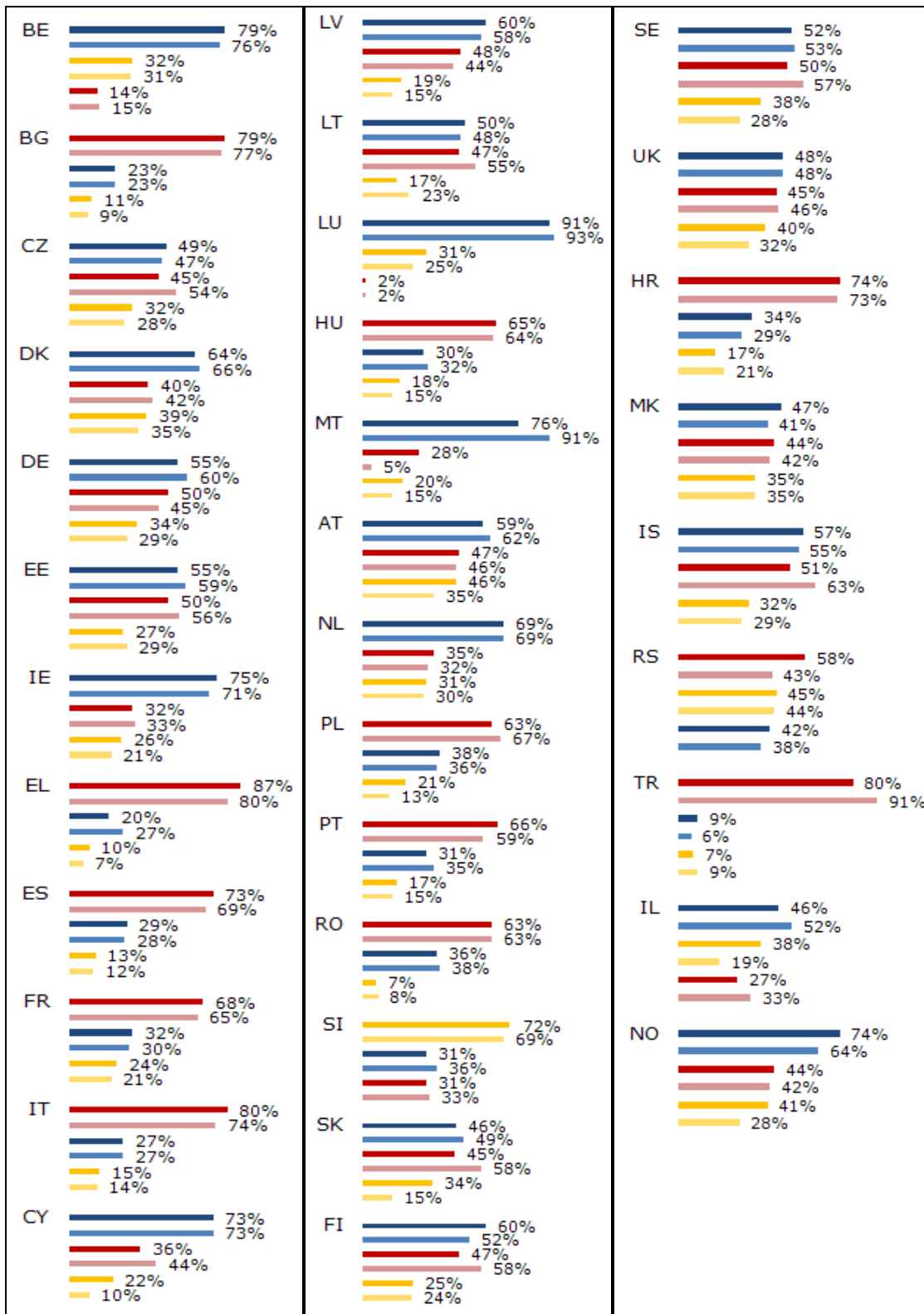
Respondents living in Israel and Slovakia (both +19) are much more likely to have holidayed outside the EU in 2012 compared to 2011, as are Norwegian (+13), Cypriot (+12) and Austrian (+11) respondents. Lithuanian respondents, on the other hand, are slightly less likely to have holidayed outside the EU when compared to 2011 (-6).

Holidays taken in the previous year

	In [OUR COUNTRY]		In the EU27		Total 'In another country outside the EU27'	
	FL370 Jan 2013	Diff. Jan 2013 -Jan 2012	FL370 Jan 2013	Diff. Jan 2013 -Jan 2012	FL370 Jan 2013	Diff. Jan 2013 -Jan 2012
 EU27	58%	+2	43%	-1	26%	+4
 BE	14%	-1	79%	+3	32%	+1
 BG	79%	+2	23%	=	11%	+2
 CZ	45%	-9	49%	+2	32%	+4
 DK	40%	-2	64%	-2	39%	+4
 DE	50%	+5	55%	-5	34%	+5
 EE	50%	-6	55%	-4	27%	-2
 IE	32%	-1	75%	+4	26%	+5
 EL	87%	+7	20%	-7	10%	+3
 ES	73%	+4	29%	+1	13%	+1
 FR	68%	+3	32%	+2	24%	+3
 IT	80%	+6	27%	=	15%	+1
 CY	36%	-8	73%	=	22%	+12
 LV	48%	+4	60%	+2	19%	+4
 LT	47%	-8	50%	+2	17%	-6
 LU	2%	=	91%	-2	31%	+6
 HU	65%	+1	30%	-2	18%	+3
 MT	28%	+23	76%	-15	20%	+5
 AT	47%	+1	59%	-3	46%	+11
 NL	35%	+3	69%	=	31%	+1
 PL	63%	-4	38%	+2	21%	+8
 PT	66%	+7	31%	-4	17%	+2
 RO	63%	=	36%	-2	7%	-1
 SI	31%	-2	31%	-5	72%	+3
 SK	45%	-13	46%	-3	34%	+19
 FI	47%	-11	60%	+8	25%	+1
 SE	50%	-7	52%	-1	38%	+10
 UK	45%	-1	48%	=	40%	+8
 HR	74%	+1	34%	+5	17%	-4
 MK	44%	+2	47%	+6	35%	=
 IS	51%	-12	57%	+2	32%	+3
 RS	58%	+15	42%	+4	45%	+1
 TR	80%	-11	9%	+3	7%	-2
 IL	27%	-6	46%	-6	38%	+19
 NO	44%	+2	74%	+10	41%	+13

Base: Those who went on a personal holiday for a minimum of four consecutive nights during 2012

Destinations for the holidays taken in the previous year



■ In (OUR COUNTRY) (FL370 Jan. 2013)
 ■ In the EU27 (FL370 Jan. 2013)
 ■ In another country outside the EU27 (FL370 Jan. 2013)

■ In (OUR COUNTRY) (FL334 Jan. 2012)
 ■ In the EU27 (FL334 Jan. 2012)
 ■ In another country outside the EU27 (FL334 Jan. 2012)

The table below shows the country level results for the top eight destinations for holidays of at least four nights in 2012⁹.

Spain was the most popular of the eight destinations for respondents in nine countries, particularly those from Ireland (31%), Norway (26%), Denmark and the UK (both 19%). In fact, in 14 countries at least one in ten respondents went to Spain for a holiday in 2012. On the other hand, no respondents from Hungary (0%) and just 1% of those from Serbia, Turkey and Greece went to Spain on holiday in 2012.

Italy was the most popular of the eight destinations for respondents in seven countries, particularly those in Austria (27%). Maltese (also 27%) and Austrian respondents are the most likely to have holidayed in Italy, along with those from Luxembourg and Germany (both 16%). Overall, at least 10% of respondents in eight countries visited Italy on holidays in 2012.

France was the most popular of the eight destinations for respondents in six countries, particularly those from Belgium (47%), Luxembourg (34%) and the Netherlands (23%). In comparison, 1% of Turkish and Estonian respondents holidayed there in 2012.

Germany was the most popular of the eight countries for respondents from Poland (12%) and Turkey (4%), although it is respondents from Luxembourg who are most likely to have holidayed there in 2012 (19%). This compares with 2% of French and Greek respondents.




































Respondents from Germany are the most likely to have visited Austria (14%) - the only country where more than one in ten did so. Nearly half of all Cypriot respondents visited Greece for a holiday in 2012 (48%), as did 25% of Serbians and 22% of Macedonians. In fact, Greece was the most popular of the eight destinations for respondents from each of these countries.

Around three in ten Irish and Maltese respondents visited the UK for a holiday of at least four nights in 2012 (both 29%), as did 18% of Cypriot respondents. The UK was also the most popular destination of the eight for respondents from Lithuania (11%), Latvia (10%) and Greece (3%).

More than six out of ten Slovenian respondents (62%) visited Croatia for a holiday in 2012, making it the most popular destination of the eight. Croatia was also the most popular destination for Slovakian (18%), Czech (13%) and Hungarian (7%) respondents.

⁹ Domestic holidays are not counted, so for example the "-" for Spain in the Spain column reflects the fact that domestic holidays were not counted. The same applies for the relevant country in each of the other columns.

Top 8 destinations for holidays taken in 2012

	Spain	Italy	France	Germany	Austria	Greece	United Kingdom	Croatia
 EU27	10%	8%	8%	5%	4%	3%	3%	3%
 BE	17%	12%	47%	10%	5%	5%	4%	2%
 BG	2%	3%	3%	3%	2%	8%	4%	1%
 CZ	5%	9%	5%	7%	9%	5%	2%	13%
 DK	19%	14%	10%	18%	5%	5%	6%	2%
 DE	13%	16%	7%	-	14%	2%	3%	4%
 EE	4%	6%	1%	5%	2%	4%	3%	1%
 IE	31%	7%	14%	3%	2%	2%	29%	1%
 EL	1%	3%	3%	2%	1%	-	3%	0%
 ES	-	7%	9%	3%	1%	0%	5%	0%
 FR	12%	8%	-	2%	1%	2%	3%	0%
 IT	5%	-	8%	3%	2%	3%	3%	3%
 CY	5%	5%	2%	4%	2%	48%	18%	1%
 LV	3%	4%	3%	8%	1%	2%	10%	0%
 LT	10%	3%	2%	8%	2%	1%	11%	5%
 LU	16%	16%	34%	19%	7%	4%	4%	1%
 HU	0%	4%	2%	4%	6%	4%	2%	7%
 MT	7%	27%	10%	5%	3%	1%	29%	1%
 AT	9%	27%	6%	15%	-	6%	3%	14%
 NL	14%	11%	23%	17%	9%	5%	5%	2%
 PL	6%	6%	3%	12%	2%	1%	4%	4%
 PT	18%	3%	7%	3%	1%	0%	3%	0%
 RO	7%	12%	4%	7%	4%	3%	1%	1%
 SI	4%	9%	3%	5%	7%	3%	2%	62%
 SK	3%	7%	2%	4%	5%	4%	3%	18%
 FI	15%	6%	5%	7%	2%	6%	6%	1%
 SE	14%	7%	7%	9%	1%	7%	6%	3%
 UK	19%	5%	10%	4%	1%	3%	-	1%
 HR	2%	8%	2%	6%	7%	2%	3%	-
 MK	3%	4%	3%	8%	3%	22%	0%	1%
 IS	17%	4%	4%	9%	2%	0%	11%	0%
 RS	1%	5%	4%	4%	5%	25%	0%	8%
 TR	1%	2%	1%	4%	0%	2%	1%	0%
 IL	8%	9%	6%	8%	3%	7%	3%	1%
 NO	26%	7%	9%	6%	2%	12%	6%	2%

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

* The percentages in this table represent only tourists who travelled in the respective countries

Base: Those who went on a personal holiday for a minimum of four consecutive nights during 2012

The **socio-demographic analysis** reveals that:

- Respondents holidaying in their own country are more likely to be aged 25+ (59%-60%), have completed their education prior to age 16 (67%) or not be working (61%).
- Respondents holidaying in the EU27 are more likely to be aged 15-24 (51%), still be studying (53%) or have completed their education aged 20+ (46%), or be self-employed (46%) or employees (45%).
- Respondents holidaying in a country outside the EU27 are more likely to be self-employed (31%) or employees (29%), and are slightly more likely to be aged 15-24 (30%).

Q4T - Holidays taken in 2012

	In [OUR COUNTRY]	In the EU27	Total 'In another country outside the EU27'
EU27	58%	43%	26%
Age			
15-24	50%	51%	30%
25-39	59%	41%	26%
40-54	59%	42%	26%
55 +	60%	41%	25%
Education (End of)			
15-	67%	33%	22%
16-19	60%	38%	26%
20+	56%	46%	27%
Still studying	51%	53%	29%
Respondent occupation scale			
Self-employed	53%	46%	31%
Employee	56%	45%	29%
Manual workers	58%	38%	24%
Not working	61%	41%	23%

*Base: 69% from the total number of respondents
(Those who went on a personal holiday for a minimum of four consecutive nights during 2012)*

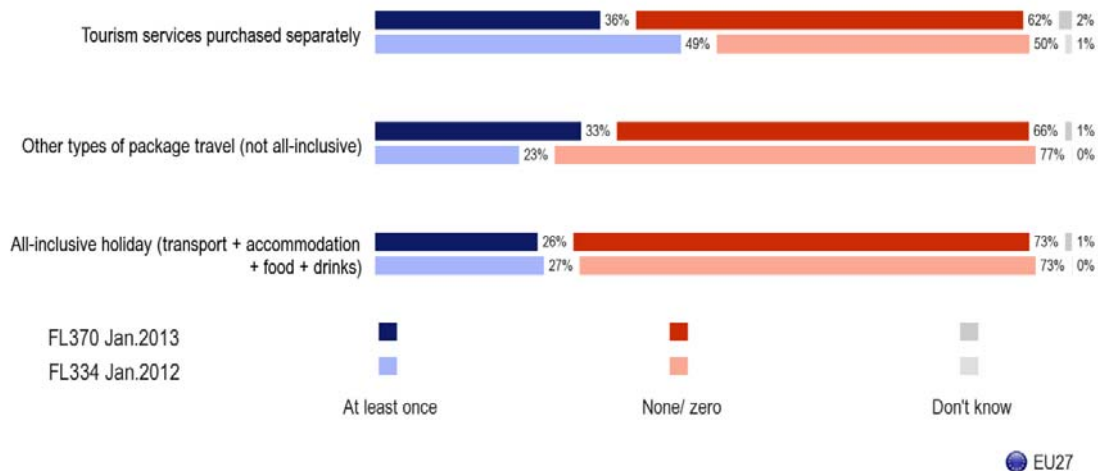
2.2 Types of holidays taken in 2012

- Holidays where the components of the trip, such as transport and accommodation, were bought separately were slightly more popular than package holidays in 2012 -

In 2012 just over one third (36%) of respondents went on at least one holiday where the various components of their trip were organised separately. This represents a decline of 13 percentage points compared to 2011. Conversely, package travel (not all-inclusive) increased in popularity by 10 points to 33%¹⁰.

Just over one quarter of respondents went on at least one all-inclusive holiday in 2012 - little change compared to 2011 (-1).

Q6. In 2012, how many times did you go on any of the following types of holiday?



*Base: 69% from the total number of respondents
(Those who went on a personal holiday for a minimum of four consecutive nights during 2012)*

Respondents living in EU15 countries are slightly more likely than their NMS12 counterparts to have been on at least one holiday where the various components of their trip were organised separately (37% vs. 31%).

Respondents in Norway (67%) are the most likely to have gone on at least one holiday where the various **components of their trip were organised separately**, followed by those in Denmark (53%), Ireland (49%) and the Netherlands (48%). In contrast, Portuguese (17%), Hungarian (18%), Serbian and Macedonian (both 19%) respondents are the least likely to have been on this kind of holiday in 2012.

¹⁰ Items 2 and 3 for Q6 were modified since the last wave.

Norway (+16 percentage points) and Israel (+5) are the only two countries where respondents are more likely to have gone on at least one holiday where the various components of their trip were organised separately in 2012, compared to 2011. In all other countries this option was less popular in 2012 compared to 2011: particularly for Macedonian (-38), Serbian (-31) and Icelandic (-28) respondents.




































At least half of Belgian (53%), Luxembourgish (52%) and Israeli (50%) respondents went on a holiday where a **package (not all-inclusive)** was involved in 2012. Respondents in Croatia (16%), Greece (18%) and Turkey (19%) are the least likely to have been on this kind of holiday in 2012.

In most countries, more respondents took at least one package holiday (not all-inclusive) in 2012 compared to 2011. The largest increases are seen among respondents in France (+31 percentage points), Portugal (+28), Belgium (+27) and Serbia (+26). Conversely, these types of holidays were less popular for Finnish (-4), Danish (-3) and German (-2) respondents.

Respondents in Belgium are the most likely to have taken an **all-inclusive holiday** in 2012 (43%), followed by those in Latvia (39%), Luxembourg and Malta (both 35%). In fact, this kind of holiday was the most popular of the three among Latvian, Macedonian, Turkish (both 28%) and Estonian (27%) respondents. Respondents in Iceland are equally likely to have taken an all-inclusive holiday and one where the components were organised separately (both 25%). All-inclusive holidays were least popular with Croatian (17%), Swedish (18%) and Czech respondents (19%).

The trends for all-inclusive holidays from 2011-2012 are more varied. They were more popular among Latvian (+10 percentage points) and Belgian respondents (+9), but less popular with those from Serbia (-13) and Cyprus (-8).

Q6 In 2012, how many times did you go on any of the following types of holiday?
% of 'At least once'





	Tourism services purchased separately		Other types of package travel (not all-inclusive)		All-inclusive holiday (transport + accommodation + food + drinks)	
	FL370 Jan 2013	Diff. Jan 2013 -Jan 2012	FL370 Jan 2013	Diff. Jan 2013 -Jan 2012	FL370 Jan 2013	Diff. Jan 2013 -Jan 2012
 EU27	36%	-13	33%	+10	26%	-1
 BE	28%	-16	53%	+27	43%	+9
 BG	33%	-5	26%	+10	22%	+1
 CZ	34%	-26	40%	+17	19%	-5
 DK	53%	-12	25%	-3	24%	-1
 DE	44%	-19	29%	-2	27%	-2
 EE	22%	-10	21%	+9	27%	+3
 IE	49%	-20	32%	+11	20%	-2
 EL	25%	-26	18%	+7	23%	-5
 ES	34%	-7	29%	+9	31%	+1
 FR	20%	-14	49%	+31	23%	=
 IT	39%	-15	29%	+16	27%	+1
 CY	37%	-6	29%	+4	32%	-8
 LV	22%	-14	30%	+5	39%	+10
 LT	29%	-24	38%	+21	26%	+2
 LU	35%	-10	52%	+16	35%	=
 HU	18%	-12	24%	+5	20%	-4
 MT	40%	-9	34%	+14	35%	-4
 AT	39%	-12	39%	+3	30%	=
 NL	48%	=	34%	+8	21%	=
 PL	35%	-2	28%	+7	24%	+3
 PT	17%	-18	39%	+28	25%	=
 RO	25%	-19	24%	+10	21%	-3
 SI	35%	-22	42%	+15	26%	+5
 SK	34%	-12	46%	+19	22%	+2
 FI	35%	-14	28%	-4	21%	-1
 SE	29%	-25	29%	=	18%	+1
 UK	42%	-13	33%	+8	29%	=
 HR	37%	-16	16%	+1	17%	=
 MK	19%	-38	26%	+15	28%	=
 IS	25%	-28	23%	=	25%	+3
 RS	19%	-31	38%	+26	22%	-13
 TR	24%	-7	19%	+9	28%	-1
 IL	46%	+5	50%	+14	33%	-1
 NO	67%	+16	35%	+1	22%	-3

Base: Those who went on a personal holiday for a minimum of four consecutive nights during 2012

The **socio-demographic analysis** revealed that:

- Respondents aged 55+ are the least likely to have been on holidays where tourism services were purchased separately (31%), although along with respondents aged 15-24 they are the most likely to have been on an all-inclusive holiday in 2012 (29% and 28% respectively). 15-24 year-olds are the most likely to have been on other types of package travel (39%).
- The longer a respondent remained in education, the more likely they are to have been for at least one holiday in 2012 where tourism services were purchased separately, or for other package holidays (not all-inclusive). For example, 40% of those who completed education aged 20+ purchased tourism services separately, compared to 21% of those who completed their education prior to age 16.
- The larger the town the respondent lived in, the more likely they are to have been for at least one holiday in 2012 where tourism services were purchased separately.
- The self-employed (42%) and employees (41%) are more likely than manual workers and those not working (both 30%) to have booked tourism services separately.

Q6 In 2012, how many times did you go on any of the following types of holiday?
% of 'At least once'

	Tourism services purchased separately	Other types of package travel (not all-inclusive)	All-inclusive holiday (transport + accommodation + food + drinks)
EU27	36%	33%	26%
 Age			
15-24	37%	39%	28%
25-39	39%	32%	22%
40-54	38%	34%	24%
55 +	31%	30%	29%
 Education (End of)			
15-	21%	26%	34%
16-19	32%	31%	26%
20+	40%	34%	24%
Still studying	37%	39%	28%
 Subjective urbanisation			
Rural village	33%	34%	26%
Small/ Mid-size town	35%	34%	25%
Large town	39%	31%	26%
 Respondent occupation scale			
Self-employed	42%	33%	26%
Employee	41%	35%	25%
Manual workers	30%	31%	25%
Not working	30%	31%	27%

Base: 69% from the total number of respondents
(Those who went on a personal holiday for a minimum of four consecutive nights during 2012)

2.3 Satisfaction with the main holidays taken in 2012

- Respondents were most satisfied with the natural features and the accommodation quality of their main holiday in 2012 -

Almost all respondents (95%) say that they were satisfied with the natural features, such as landscapes and weather conditions, on their main holiday in 2012. In fact, two thirds (66%) were 'very satisfied' with this aspect of their main holiday, while 29% were fairly satisfied. Almost as many (92%) say they were satisfied with the quality of their accommodation, with 57% 'very satisfied' and 35% 'fairly satisfied'.

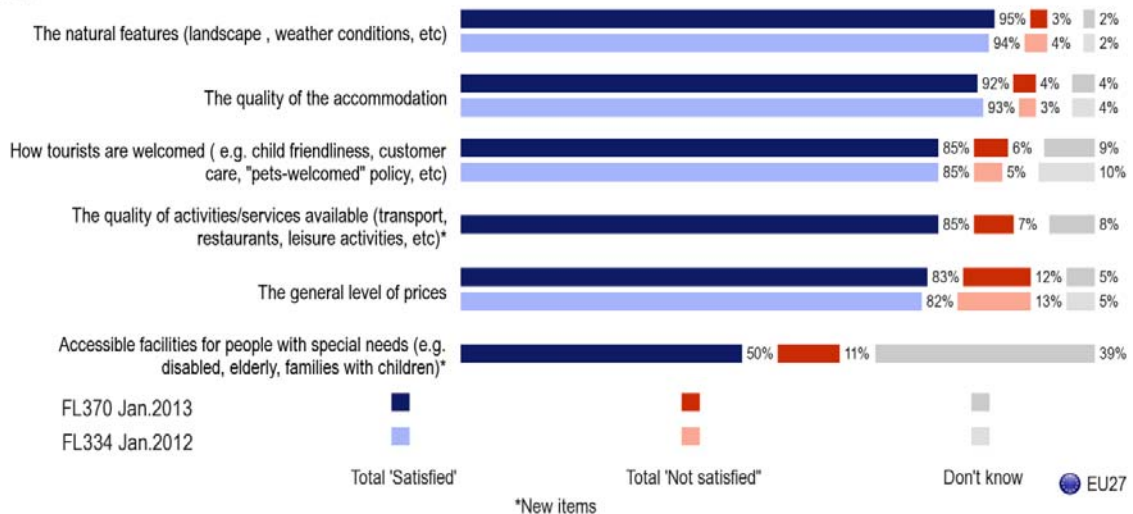
At least eight out of ten were satisfied with how tourists were welcomed (85%), with 48% saying they were 'very satisfied' and 37% saying they were 'fairly satisfied'. The same proportion (85%) also say they were satisfied with the quality of activities/services available - 42% 'very satisfied' and 43% 'fairly satisfied'.

Overall, 83% were satisfied with the general level of prices (83%), although most are 'fairly satisfied' (53%) rather than 'very satisfied' (30%).

Half of all respondents say they were satisfied with the accessible facilities for people with special needs (50%), with 21% 'very satisfied' and 29% 'fairly satisfied' with this aspect of their holiday, whereas 11% were not satisfied. It should be noted, however, that 39% of respondents were unable to answer this question - a much higher level than for the other options.

There have been no notable changes since the previous wave of the survey.

Q9. Thinking about your main holiday in 2012, how satisfied were you with...? By 'main holiday' we mean the holiday that was the most important for you in 2012.



Base: 69% from the total number of respondents
(Those who went on a personal holiday for a minimum of four consecutive nights during 2012)

Respondents living in EU15 countries are more likely than those in NMS12 to say they were satisfied with the general level of prices (84% vs. 77%), but this is the only notable difference between these two groups of Member States.

At least nine out of ten respondents in 30 of the 34 countries studied say that they were satisfied with the **natural features** of their main holiday in 2012. In fact, almost all Slovenian (98%), Belgian, German and Macedonian (all 97%) respondents say this. Respondents in Turkey (84%), Slovakia, Bulgaria (both 88%) and Hungary (89%) are the least likely to be satisfied with this aspect of their main holiday, but even so the proportions still represent a considerable majority.

As suggested by the overall result, there has been little change in these results compared to the previous wave. Respondents in Turkey and Israel (both +7 percentage points) are more likely to have been satisfied with the natural features of their holiday in 2012 than they were in 2011, as are Polish respondents (+6). In contrast, Cypriots respondents are now less likely to express satisfaction with this aspect of their main holiday (-6).

At least seven out of ten respondents in all countries are satisfied with the **quality of the accommodation** for their main holiday in 2012. In fact, in 25 countries at least nine out of ten respondents expressed satisfaction with this aspect of their holiday. Those in Belgium, Slovenia and Norway (all 97%) are the most likely to be satisfied, compared to 74% of Greek and 75% of Turkish respondents.

Serbia and Greece are the only countries where there has been a change of at least 5 percentage points since the last wave - in both cases a decrease of 5 percentage points in the proportion of satisfied respondents.




































At least 90% of respondents in 11 countries say they were satisfied with the **way tourists were welcomed** on their main holiday in 2012. The highest levels of satisfaction are seen among Slovenian (94%), Irish, Austrian, Macedonian and Norwegian respondents (all 93%). In contrast, 67% of Turkish and 71% of Estonian respondents expressed satisfaction with this aspect of their main holiday in 2012. However, overall satisfaction is still high, with at least 80% of respondents in 28 countries expressing satisfaction with the way tourists were welcomed on their holiday.

Compared to holidays in 2011, Israeli and Norwegian respondents are more likely to express satisfaction with the way tourists were welcomed on their holiday in 2012 (both +9 percentage points). Turkish respondents are also more likely to be satisfied with this aspect of their holiday (+8). Declines in satisfaction were comparatively smaller, with the largest among Serbian respondents (-8).

Overall, 83% of respondents said they were satisfied with the **general level of prices** on their main holiday in 2012. Country-level results show that at least eight out of ten respondents in 18 countries expressed satisfaction with this aspect of their main holiday. In fact, at least nine out of ten Belgian (93%), UK (92%), Luxembourgish, Austrian and Norwegian respondents (all 90%) say they were satisfied with the level of prices on their holiday. In contrast, 55% of Turkish and 63% of Bulgarian respondents say they were satisfied with this aspect of their holiday.

Greek respondents are more likely to be satisfied with the general level of prices on their holiday in 2012 when compared to 2011 (+7 percentage points), as are those in Turkey (+6) and Romania (+5). At the other end of the scale, Serbian respondents are less likely to express satisfaction with this aspect of their holiday compared to 2011 (-11), as are Maltese and Macedonian respondents (both -6).

Q9 Thinking about your main holiday in 2012, how satisfied were you with...? By 'main holiday' we mean the holiday that was the most important for you in 2012.
% of Total 'Satisfied'

	The natural features (landscape, weather conditions, etc)		The quality of the accommodation		How tourists are welcomed [...]*		The general level of prices	
	FL370 Jan 2013	Diff. Jan 2013 -Jan 2012	FL370 Jan 2013	Diff. Jan 2013 -Jan 2012	FL370 Jan 2013	Diff. Jan 2013 -Jan 2012	FL370 Jan 2013	Diff. Jan 2013 -Jan 2012
 EU27	95%	+1	92%	-1	85%	=	83%	+1
 BE	97%	+2	97%	=	91%	-2	93%	+1
 BG	88%	-1	79%	=	74%	+2	63%	-4
 CZ	95%	+1	93%	+1	86%	-1	83%	+3
 DK	92%	=	93%	-1	87%	-2	88%	=
 DE	97%	+1	94%	-2	90%	-1	89%	-1
 EE	91%	+1	87%	+2	71%	+3	68%	-4
 IE	93%	-3	94%	=	93%	-1	88%	-1
 EL	93%	-1	74%	-5	80%	+6	68%	+7
 ES	96%	+1	91%	-1	78%	-1	75%	-3
 FR	95%	+2	94%	+1	86%	-2	81%	+4
 IT	94%	-1	91%	=	77%	=	78%	-1
 CY	90%	-6	85%	-4	83%	-3	85%	-2
 LV	91%	=	93%	-2	89%	+1	75%	-1
 LT	92%	-4	89%	-2	90%	+6	72%	+3
 LU	94%	-1	94%	-1	90%	+7	90%	+3
 HU	89%	-2	89%	-2	80%	-4	76%	-1
 MT	96%	+3	94%	=	91%	-1	77%	-6
 AT	95%	-1	95%	-1	93%	=	90%	-1
 NL	96%	+2	95%	+3	89%	+1	89%	+1
 PL	95%	+6	94%	+2	87%	+2	80%	+2
 PT	96%	=	94%	=	86%	+6	78%	-1
 RO	93%	+4	89%	+1	82%	+2	72%	+5
 SI	98%	+2	97%	+1	94%	+2	84%	+1
 SK	88%	-2	87%	-2	83%	-1	81%	+4
 FI	93%	-2	95%	=	88%	-3	86%	+1
 SE	93%	=	95%	+2	86%	+2	88%	+3
 UK	94%	-1	93%	-1	90%	+1	92%	+1
 HR	91%	-1	92%	+1	78%	-1	67%	+1
 MK	97%	-2	96%	-2	93%	+3	83%	-6
 IS	90%	-2	91%	-3	88%	=	69%	-2
 RS	93%	-2	90%	-5	86%	-8	75%	-11
 TR	84%	+7	75%	+4	67%	+8	55%	+6
 IL	94%	+7	90%	+4	84%	+9	78%	+3
 NO	94%	=	97%	+4	93%	+9	90%	=

*(e.g. child friendliness, customer care, "pets-welcomed" policy, etc)

Base: Those who went on a personal holiday for a minimum of four consecutive nights during 2012

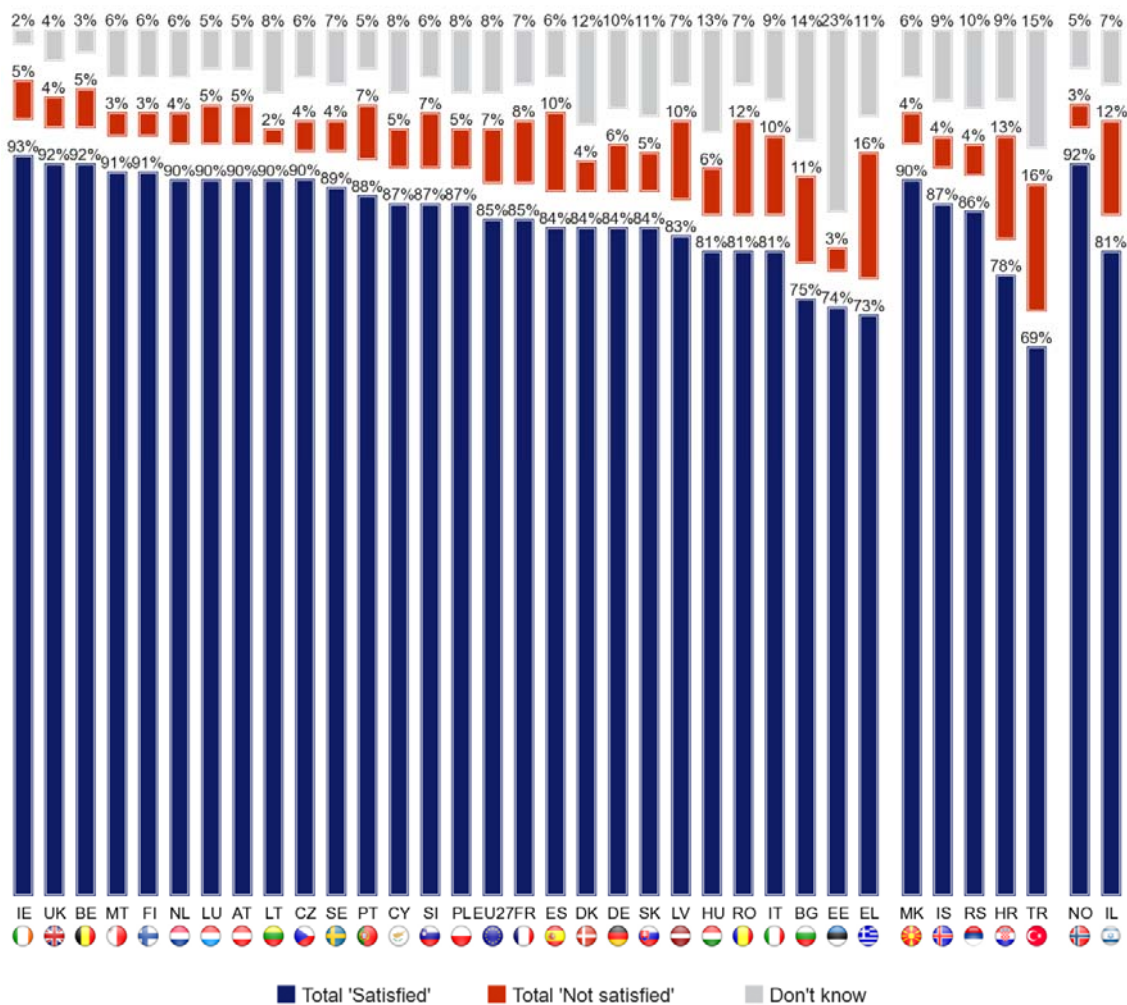
At least eight out of ten respondents in 29 countries say they were satisfied with the **quality of activities/services available** on their main holiday in 2012. Respondents in Ireland (93%), Belgium, the UK and Norway (all 92%) are the most likely to express satisfaction with this aspect of their holiday. At the other end of the scale, 69% of Turkish, 73% of Greek and 74% of Estonian respondents say they were satisfied.

It is worth noting that almost one quarter of Estonia respondents were not able to rate their satisfaction with the quality of activities/services available (23%).

This option was included for the first time in this wave, so no trend information is available.

Q9.5. Thinking about your main holiday in 2012, how satisfied were you with...? By 'main holiday' we mean the holiday that was the most important for you in 2012.

The quality of activities/services available (transport, restaurants, leisure activities, etc)



Base: Those who went on a personal holiday for a minimum of four consecutive nights during 2012

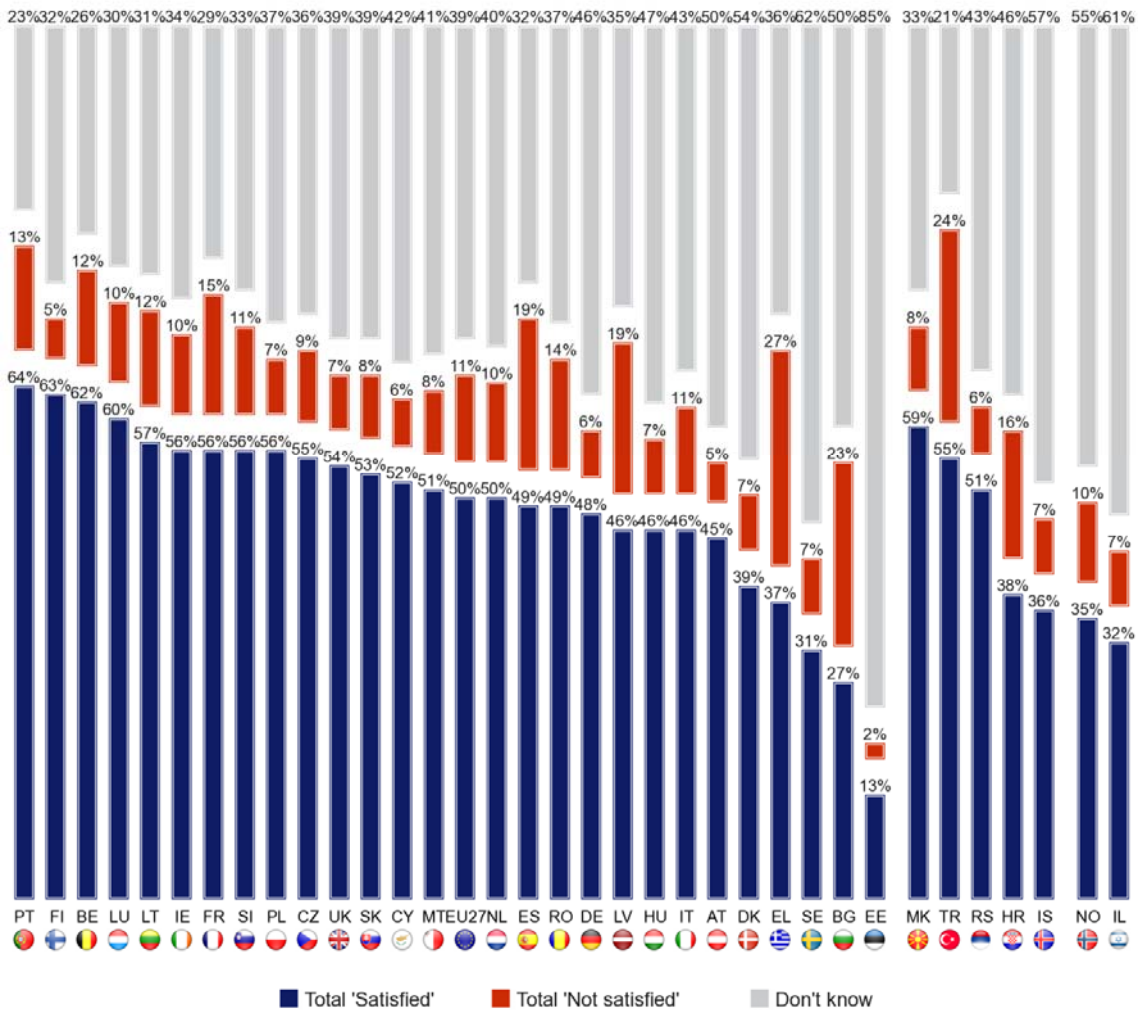
At least half of all respondents in 18 countries say they were satisfied with the **accessible facilities for people with special needs**, with respondents in Portugal (64%), Finland (63%), Belgium (62%) and Luxembourg (60%) the most likely to express satisfaction. In contrast, 13% of Estonian and 27% of Bulgarian respondents say they were satisfied with this aspect of their main holiday in 2012.

It is worth noting that this aspect has much higher levels of 'don't know' responding than the previous options, particularly among respondents in Estonia (85%), Sweden (62%) and Israel (61%).

This option was included for the first time in this wave, so no trend information is available.

Q9.6. Thinking about your main holiday in 2012, how satisfied were you with...? By 'main holiday' we mean the holiday that was the most important for you in 2012



Accessible facilities for people with special needs (e.g. disabled, elderly, families with children)



Base: Those who went on a personal holiday for a minimum of four consecutive nights during 2012

The **socio-demographic analysis** identifies very few differences of note. Respondents aged 55+ are the least likely to say they were satisfied with how tourists were welcomed (82%), the quality of activities/services available (83%) or with the accessible facilities for people with special needs (48%). Respondents who completed their education aged 20+ are also less likely to be satisfied with the accessible facilities for people with special needs when compared to those who completed their education at a younger age (47% vs. 52%-54%).

Q9 Thinking about your main holiday in 2012, how satisfied were you with...? By 'main holiday' we mean the holiday that was the most important for you in 2012.
% of 'Total 'Satisfied'

	The natural features (landscape, weather conditions, etc)	The quality of the accommodation	How tourists are welcomed (e.g. child friendliness, customer care, "pets-welcomed" policy, etc)	The quality of activities/services available (transport, restaurants, leisure activities, etc)	The general level of prices	Accessible facilities for people with special needs (e.g. disabled, elderly, families with children)
EU27	95%	92%	85%	85%	83%	50%
 Age						
15-24	95%	94%	90%	88%	83%	54%
25-39	95%	93%	87%	87%	83%	52%
40-54	95%	92%	87%	85%	83%	49%
55 +	94%	91%	82%	83%	83%	48%
 Education (End of)						
15-	92%	90%	82%	83%	81%	54%
16-19	94%	92%	85%	85%	83%	52%
20+	95%	93%	86%	86%	84%	47%
Still studying	96%	97%	91%	88%	82%	54%

Base: 69% from the total number of respondents

(Those who went on a personal holiday for a minimum of four consecutive nights during 2012)

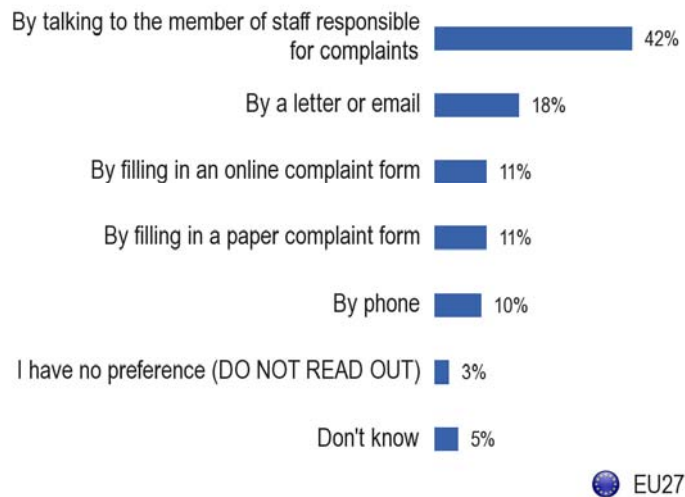
2.4 Preferred methods of complaint during holidays

- Respondents prefer to make complaints about holiday services by talking to the staff member responsible for handling complaints -

If they needed to complain about any service provided during their holiday, most respondents would prefer to do this by talking to the staff member responsible for complaints (42%). Around one in five (18%) would prefer to write a letter or email, while about one in ten would prefer to fill in an online or paper complaint form (both 11%) or complain by phone (10%).

This question was asked for the first time this wave, so no trend information is available.

Q14. If you would need to complain about any service provided during your holiday (transport, accommodation, leisure activities, etc), how would you prefer to do it?



Base: Total number of respondents




































At least half of all respondents in Austria (54%), Ireland (53%), Germany (52%), Slovenia, Turkey (51%) and Greece (50%) would prefer to complain by **talking to the staff member responsible for handling complaints**. In fact, in every country except France complaining in person is the preferred method. However, across all countries this method is least likely to be preferred by Norwegian, French (both 25%), Icelandic and Hungarian respondents (both 29%).

Making a complaint by **letter or email** is most likely to be preferred by French (35%), Belgian (30%), Luxembourgish (26%) and Danish respondents (25%). This is the most preferred method of complaining for French respondents. At the other end of the scale, 4% of Serbian and 5% of Turkish respondents would prefer to complain in this way.

Almost one third of Spanish respondents (32%) would prefer to complain by filling in a **paper complaint form**, and 16% of Polish and Portuguese respondents also prefer this method. It is, however, less popular with Danish and Norwegian respondents (both 3%).

At least one in five Finnish (26%), Norwegian (24%) and Icelandic (23%) respondents would prefer to complain by filling in an **online complaint form**, although this method is less popular with Spanish, Serbian, German, Austrian and Estonian respondents (all 7%). At least one in five Norwegian (23%) and Macedonian (20%) respondents prefer to complain by **phone**, compared to 5% of Estonian and 6% of Spanish respondents.

Q14 If you would need to complain about any service provided during your holiday (transport, accommodation, leisure activities, etc), how would you prefer to do it?

		By talking to the member of staff responsible for complaints	By a letter or email	By filling in a paper complaint form	By filling in an online complaint form	By phone
	EU27	42%	18%	11%	11%	10%
	BE	32%	30%	7%	12%	10%
	BG	45%	10%	12%	9%	10%
	CZ	49%	14%	5%	15%	7%
	DK	30%	25%	3%	16%	16%
	DE	52%	19%	7%	7%	10%
	EE	31%	20%	5%	7%	5%
	IE	53%	18%	5%	10%	10%
	EL	50%	12%	9%	11%	8%
	ES	41%	8%	32%	7%	6%
	FR	25%	35%	11%	10%	11%
	IT	44%	14%	10%	14%	7%
	CY	37%	11%	11%	15%	11%
	LV	35%	21%	7%	13%	12%
	LT	41%	11%	6%	14%	11%
	LU	39%	26%	7%	11%	10%
	HU	29%	19%	12%	10%	13%
	MT	42%	16%	10%	11%	9%
	AT	54%	18%	7%	7%	7%
	NL	43%	17%	7%	19%	11%
	PL	35%	15%	16%	11%	14%
	PT	44%	13%	16%	9%	12%
	RO	41%	8%	13%	11%	14%
	SI	51%	16%	7%	8%	10%
	SK	49%	14%	9%	8%	13%
	FI	35%	15%	10%	26%	10%
	SE	45%	15%	4%	19%	12%
	UK	49%	20%	4%	10%	13%
	HR	39%	20%	8%	10%	8%
	MK	33%	7%	6%	11%	20%
	IS	29%	23%	6%	23%	10%
	RS	40%	4%	8%	7%	9%
	TR	51%	5%	6%	18%	14%
	IL	37%	22%	4%	11%	13%
	NO	25%	19%	3%	24%	23%

Highest percentage per country

Lowest percentage per country

Highest percentage per item	Lowest percentage per item
-----------------------------	----------------------------

Base: Total number of respondents

The **socio-demographic analysis** shows that:

- The older the respondent, the less likely they are to prefer to complain by filling in an **online form**. 18% of 15-24 year-olds would prefer to do this, compared to 5% of those aged 55+. Those aged 55+ are also less likely than 15-24 year-olds to say they would prefer to complain by **phone** (9% vs. 14%)
- Respondents who are still studying (20%) or who completed their education age 20+ (13%) are the most likely to say they would prefer to complain by filling in an **online form**, but are less likely than those with lower education levels to say they would prefer to complain by **talking to the responsible staff member** (38%-40% vs. 45%-47%).
- Respondents who completed their education aged 15 or younger are less likely than those with higher education levels to prefer to **complain by letter or email** (13% vs. 16%-21%).
- Employees and the self-employed are more likely than other occupation groups to prefer to complain via an **online form** (14% vs. 8%-9%). Manual workers are the most likely to prefer to complain by **phone** (15%), while employees are the most likely to prefer to complain by **letter or email** (21%).

Q14 If you would need to complain about any service provided during your holiday (transport, accommodation, leisure activities, etc), how would you prefer to do it?

	By talking to the member of staff responsible for complaints	By a letter or email	By filling in a paper complaint form	By filling in an online complaint form	By phone
EU27	42%	18%	11%	11%	10%
Age					
15-24	38%	17%	10%	18%	14%
25-39	40%	18%	12%	15%	11%
40-54	45%	19%	10%	10%	10%
55 +	43%	17%	12%	5%	9%
Education (End of)					
15-	47%	13%	11%	3%	10%
16-19	45%	17%	11%	8%	11%
20+	40%	21%	11%	13%	9%
Still studying	38%	16%	10%	20%	14%
Respondent occupation scale					
Self-employed	45%	17%	9%	14%	9%
Employee	42%	21%	10%	14%	9%
Manual workers	44%	15%	11%	9%	15%
Not working	42%	16%	13%	8%	11%

Base: Total number of respondents

III. TRAVELLERS' PROFILE IN 2012

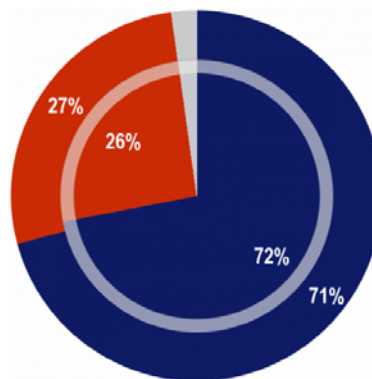
This chapter considers the travel patterns of respondents in 2012, and compares them to 2011 where possible. All respondents were first asked whether they had spent at least one night travelling away from home either for business or private purposes. Those who had travelled were then asked how many times in the year they had travelled. Respondents who had spent at least four consecutive nights away from home were then asked about the types of accommodation they had stayed in on these trips.

3.1 Proportion of respondents who travelled in 2012

- More than seven out of ten respondents spent at least one night away from home when travelling for work or private reasons in 2012 -

Just over seven out of ten (71%) respondents spent at least one night away from home when travelling for work or private purposes in 2012, while 27% said they had not done this. There has been little change since the last wave, when 72% had travelled and 26% had not.

Q1. During 2012, how many times did you travel for business or private purposes, where you were away from home for a minimum of one night?



- Have travelled in 2012
- Have not travelled at all in 2012
- Don't know

Inner pie : FL334 Jan.2012

Outer pie : FL370 Jan.2013

● EU27




































Base: Total number of respondents

Respondents living in EU15 countries are more likely to have spent one night away from home when travelling in 2012 compared to those living in NMS12 countries (74% vs. 64%).

Turkey is the only country where fewer than half of all respondents had travelled in 2012 (42%). In the other 33 countries at least 52% of respondents had spent at least one night away from home for business or private travel. Icelandic (92%) and Norwegian (91%) respondents are the most likely to have travelled in 2012, followed by those in Sweden (88%), Ireland (85%), Austria (84%) and Finland (83%). Apart from those in Turkey (42%), respondents in Portugal (52%), Lithuania (54%) and Hungary (56%) are the least likely to have spent one night away from home in 2012.

Looking at the trend since 2011, respondents in Serbia are much more likely to have spent at least one night away from home for business or private purposes in 2012 (+16 percentage points), as are Maltese (+9) and Macedonian (+7) respondents. In contrast, respondents in Lithuania (-8), Estonia and Denmark (both -6) are less likely to have spent at least one night away from home in 2012 when compared to 2011.

Q1 During 2012, how many times did you travel for business or private purposes, where you were away from home for a minimum of one night?

	Have travelled in 2012		Have not travelled at all in 2012	
	FL370 Jan 2013	Diff. Jan 2013 -Jan 2012	FL370 Jan 2013	Diff. Jan 2013 -Jan 2012
 EU27	71%	-1	27%	+1
 BE	67%	+1	32%	-1
 BG	66%	+5	28%	-4
 CZ	70%	=	29%	+2
 DK	81%	-6	18%	+6
 DE	79%	-1	20%	+2
 EE	67%	-6	31%	+9
 IE	85%	-1	15%	+1
 EL	63%	=	37%	=
 ES	64%	-2	35%	+2
 FR	75%	+1	22%	+1
 IT	70%	+1	30%	=
 CY	73%	=	27%	=
 LV	62%	=	37%	=
 LT	54%	-8	40%	+10
 LU	82%	+2	17%	-3
 HU	56%	+1	44%	=
 MT	59%	+9	41%	-9
 AT	84%	+3	16%	-2
 NL	80%	+2	19%	-2
 PL	67%	-2	30%	+3
 PT	52%	-2	42%	+2
 RO	57%	-1	40%	+1
 SI	82%	-1	17%	+1
 SK	71%	-1	26%	+2
 FI	83%	-1	15%	+1
 SE	88%	+2	10%	-2
 UK	75%	-2	24%	+3
 HR	70%	+1	28%	=
 MK	58%	+7	39%	-10
 IS	92%	+4	7%	-3
 RS	58%	+16	42%	-16
 TR	42%	-2	49%	+1
 IL	71%	+2	28%	-2
 NO	91%	+1	8%	+1

Base: Total number of respondents

The chart below shows more detailed responses for this question at EU27 level. It illustrates a fairly even distribution in terms of the number of times people travelled for business or private purposes for at least one night during 2012. 14% of respondents said that they travelled once in 2012 (-1 percentage point since 2011), 13% travelled twice, while 10% went away from home three times. 13% travelled four or five times, 11% between six and 10 times and 10% travelled away from home for at least one night more than 10 times (-1). Just over a quarter (27%) of respondents did not travel at all (+1).



Base: Total number of respondents

The **socio-demographic analysis** highlights that respondents who travelled in 2012 are more likely to:

- be aged 15-39 (77%);
- have the highest education levels (81%);
- live in a large town (75%);
- be employees (81%) or self-employed (78%);
- live in a household with two or more people (71%-75%).

Respondents who did not travel in 2012 are more likely to:

- be aged 55+ (34%);
- have completed their education aged 15 or younger (49%);
- live in a rural village (31%);
- be manual workers (30%) or not working (35%);
- live in a single person household (33%).

Q1 During 2012, how many times did you travel for business or private purposes, where you were away from home for a minimum of one night?

	Have travelled in 2012	Have not travelled at all in 2012
EU27	71%	27%
Age		
15-24	77%	21%
25-39	77%	21%
40-54	73%	26%
55 +	65%	34%
Education (End of)		
15-	50%	49%
16-19	68%	31%
20+	81%	18%
Still studying	79%	18%
Subjective urbanisation		
Rural village	68%	31%
Small/ Mid-size town	72%	26%
Large town	75%	23%
Respondent occupation scale		
Self-employed	78%	20%
Employee	81%	17%
Manual workers	68%	30%
Not working	64%	35%
Household composition		
1	65%	33%
2	75%	23%
3	71%	27%
4+	71%	28%

Base: Total number of respondents

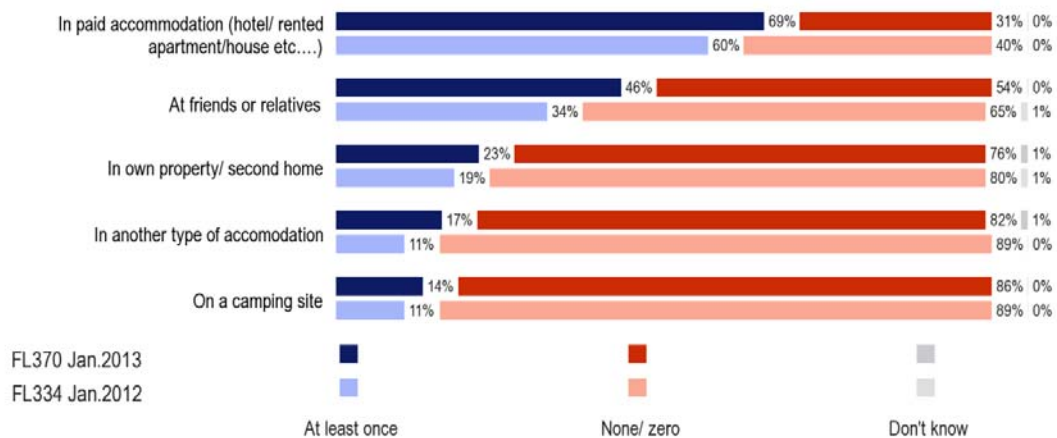
3.2 Personal holidays of minimum 4 nights taken in 2012

- Paid accommodation was the most common option for personal holidays of at least four nights in 2012 -

Respondents who said they took a personal holiday of at least four consecutive nights in 2012 were asked about the kind of accommodation they stayed in. More than two thirds (69%) stayed in paid accommodation such as a hotel or apartment at least once, which is an increase of nine percentage points compared to holidays in 2011. Staying with friends or relatives also increased in popularity, up from 34% in 2011 to 46% in 2012.

Almost one quarter stayed in a property they own (23%, +4 points compared to 2011), while 17% stayed in another type of accommodation at least once (+6). Over one in ten (14%) stayed on a camping site at least once, a slight increase compared to 2011 (+3).

Q2. Thinking only about your personal holidays, how many times did you stay for a minimum of four consecutive nights in the following types of accommodation?



FL370 Jan.2013
FL334 Jan.2012

At least once

None/ zero

Don't know

EU27

Base: 71% from the total number of respondents
(Those who travelled for a minimum of one night in 2012)

Respondents living in EU15 countries are much more likely than those in NMS12 countries to have stayed at least four consecutive nights in paid accommodation on a personal holiday in 2012 (71% vs. 59%). On the other hand, those living in NMS12 countries are more likely to have stayed with friends or relatives (53% vs. 43%) or in another property they own (30% vs. 21%).

Respondents living in Austria (81%), Ireland, the Netherlands and Norway (all 80%) are the most likely to have spent at least four nights of their personal holiday in 2012 in **paid accommodation**. Furthermore, at least half of the respondents in 30 countries say they did this in 2012. In contrast, 38% of Turkish and Latvian, 40% of Estonian and 44% of Croatian respondents say they spent at least four consecutive nights in paid accommodation for holidays in 2012.

Israeli respondents are much more likely to have stayed in paid accommodation in 2012 when compared to 2011 (+22 percentage points), as are those from Serbia (+18), Italy (+17), Iceland and Cyprus (both +16). On the other hand, Turkey (-3) and Latvia (-2) are the only countries where respondents are slightly less likely to have stayed in paid accommodation compared to 2011.

In 15 countries at least half of the respondents stayed with **friends or relatives** for at least four consecutive nights in 2012. This option was most popular with respondents in France (65%), Poland (59%), Iceland (58%) and Latvia (56%). In contrast, 19% of Maltese, 20% of Israeli and 28% of Dutch respondents used this option.

Staying with friends and relatives was much more popular in 2012 for Serbian (+26 percentage points), Estonian (+23), Macedonian (+22) and Lithuanian respondents (+20). In fact, in all but two countries this option was more popular in 2012 compared to 2011: there was no change among Maltese respondents, and there was a 2 point decrease among Israeli respondents.

Norway is the only country where at least half of the respondents spent at least four consecutive nights at their **own property/second home** in 2012 (52%), although this option is also popular for Czech, Slovakian (both 44%) and Greek (43%) respondents. In a sharp contrast, 8% of Israeli, 10% of Dutch and 12% of Austrian and Maltese respondents say the same.

Respondents in Serbia, Lithuania (+16 percentage points) and Hungary (+13) are more likely to have holidayed in a second home in 2012 when compared to 2011. Latvian (-2), Austrian, Dutch and UK respondents are less likely to have done this (all -1).




































Staying at a **camping site** for at least four consecutive nights was most popular among Dutch (30%), Icelandic (26%), Czech, French and Slovenian respondents (all 20%). In contrast, 3% of Croatian and 5% of Serbian, Maltese and Hungarian respondents used this type of accommodation.

For most countries there was little change between 2011 and 2012 in the use of camping sites for holidays of four to more nights. The largest increases are seen among respondents in Iceland and Estonia (both +13 percentage points). Use of camping sites for these holidays declined slightly among Croatian, Norwegian (both -2), Maltese and Slovakian (both -1) respondents.

At least one in five respondents in Belgium (22%), Poland, Slovakia (both 21%), the Czech Republic, France, the Netherlands and Norway (all 20%) spent at least four consecutive nights in **another type of accommodation** in 2012. On the other hand, Greek (6%), Serbian and Cypriot respondents (both 7%) are the least likely to have done this.




































In 32 of the 34 countries studied there was an increase in the use of other accommodation in 2012, most notably among respondents in Iceland (+10 percentage points) and Belgium (+9). Malta is the only country where there was a slight decline (-1), while there was no change among Turkish respondents.

Q2 Thinking only about your personal holidays, how many times did you stay for a minimum of four consecutive nights in the following types of accommodation?
% of 'At least once'

		In paid accommodation (hotel/ rented apartment/house etc....)		At friends or relatives	
		FL370 Jan 2013	Diff. Jan 2013 -Jan 2012	FL370 Jan 2013	Diff. Jan 2013 -Jan 2012
	EU27	69%	+9	46%	+12
	BE	78%	+10	36%	+11
	BG	53%	+8	52%	+16
	CZ	67%	+11	51%	+12
	DK	70%	+2	30%	+8
	DE	79%	+9	37%	+12
	EE	40%	+4	50%	+23
	IE	80%	+13	44%	+16
	EL	51%	+7	46%	+16
	ES	66%	+7	46%	+8
	FR	63%	+8	65%	+10
	IT	67%	+17	36%	+12
	CY	71%	+16	41%	+18
	LV	38%	-2	56%	+16
	LT	50%	+13	55%	+20
	LU	77%	+14	47%	+17
	HU	50%	+7	44%	+13
	MT	67%	+4	19%	=
	AT	81%	+13	31%	+10
	NL	80%	+7	28%	+2
	PL	58%	+8	59%	+12
	PT	61%	+6	52%	+14
	RO	62%	+14	49%	+9
	SI	77%	+6	36%	+10
	SK	62%	+8	54%	+10
	FI	59%	+10	38%	+10
	SE	67%	+9	54%	+12
	UK	73%	+4	44%	+10
	HR	44%	+4	53%	+7
	MK	58%	+2	49%	+22
	IS	62%	+16	58%	+17
	RS	57%	+18	51%	+26
	TR	38%	-3	53%	+7
	IL	70%	+22	20%	-2
	NO	80%	+14	55%	+16

Base: Those who travelled for a minimum of one night in 2012

Q2 Thinking only about your personal holidays, how many times did you stay for a minimum of four consecutive nights in the following types of accommodation?
% of 'At least once'

		In own property/ second home		In another type of accommodation		On a camping site	
		FL370 Jan 2013	Diff. Jan 2013 -Jan 2012	FL370 Jan 2013	Diff. Jan 2013 -Jan 2012	FL370 Jan 2013	Diff. Jan 2013 -Jan 2012
	EU27	23%	+4	17%	+6	14%	+3
	BE	19%	+7	22%	+9	18%	+7
	BG	37%	+6	13%	+1	12%	+5
	CZ	44%	+9	20%	+5	20%	+7
	DK	21%	+1	14%	+6	15%	+3
	DE	16%	+2	19%	+5	11%	+2
	EE	30%	+6	9%	+4	16%	+13
	IE	16%	+5	14%	+7	9%	+2
	EL	43%	+5	6%	+3	10%	+5
	ES	35%	+4	13%	+6	9%	+3
	FR	19%	+1	20%	+8	20%	+4
	IT	26%	+9	13%	+7	9%	+3
	CY	24%	+4	7%	+4	6%	+1
	LV	28%	-2	15%	+5	13%	+6
	LT	33%	+16	11%	+2	14%	+7
	LU	24%	+4	14%	+5	7%	+3
	HU	21%	+13	12%	+5	5%	+1
	MT	12%	+6	9%	-1	5%	-1
	AT	12%	-1	13%	+3	10%	+3
	NL	10%	-1	20%	+8	30%	+2
	PL	30%	+10	21%	+8	9%	+2
	PT	38%	+9	12%	+3	11%	=
	RO	20%	+1	18%	+7	17%	+6
	SI	24%	+5	10%	+1	20%	+4
	SK	44%	+6	21%	+6	7%	-1
	FI	31%	+4	14%	+6	8%	+3
	SE	37%	+4	16%	+6	10%	+3
	UK	14%	-1	17%	+5	16%	+2
	HR	36%	+2	12%	+4	3%	-2
	MK	25%	+9	10%	+6	9%	+4
	IS	27%	+10	16%	+10	26%	+13
	RS	28%	+16	7%	+3	5%	+3
	TR	31%	+1	13%	=	12%	+1
	IL	8%	=	18%	+4	8%	+1
	NO	52%	+6	20%	+4	7%	-2

Base: Those who travelled for a minimum of one night in 2012

The **socio-demographic analysis** shows that:

- 15-24 year-olds are the most likely to have stayed with friends or relatives (62%) or at a second home (32%), while those aged 55+ are the least likely to have stayed on a camping site (8%).
- Those with the highest education levels are the most likely to have stayed in paid accommodation (71%-72%) or at a second home (26%-31%). In addition, the higher the respondent's education level, the more likely they are to have stayed with friends or relatives. Almost two thirds of those still studying (63%) and almost half (47%) of those who finished education aged 20+ did this, compared to 36% of those who finished education aged 15 or younger.
- Employees (75%) and the self-employed (72%) are the most likely to have stayed in paid accommodation at least once in 2012, while those who are not working are the most likely to have stayed with friends (48%).

Q2 Thinking only about your personal holidays, how many times did you stay for a minimum of four consecutive nights in the following types of accommodation?

% At least once

	In paid accommodation (hotel/ rented apartment/house etc....)	At friends or relatives	In own property/ second home	In another type of accommodation	On a camping site
EU27	69%	46%	23%	17%	14%
Age					
15-24	69%	62%	32%	17%	20%
25-39	68%	47%	23%	16%	16%
40-54	72%	40%	19%	18%	15%
55 +	67%	40%	22%	16%	8%
Education (End of)					
15-	63%	36%	16%	12%	10%
16-19	66%	41%	18%	17%	14%
20+	72%	47%	26%	17%	13%
Still studying	71%	63%	31%	18%	20%
Respondent occupation scale					
Self-employed	72%	40%	25%	18%	13%
Employee	75%	44%	20%	18%	15%
Manual workers	63%	41%	20%	15%	16%
Not working	63%	48%	25%	15%	12%

*Base: 71% from the total number of respondents
(Those who travelled for a minimum of one night in 2012)*

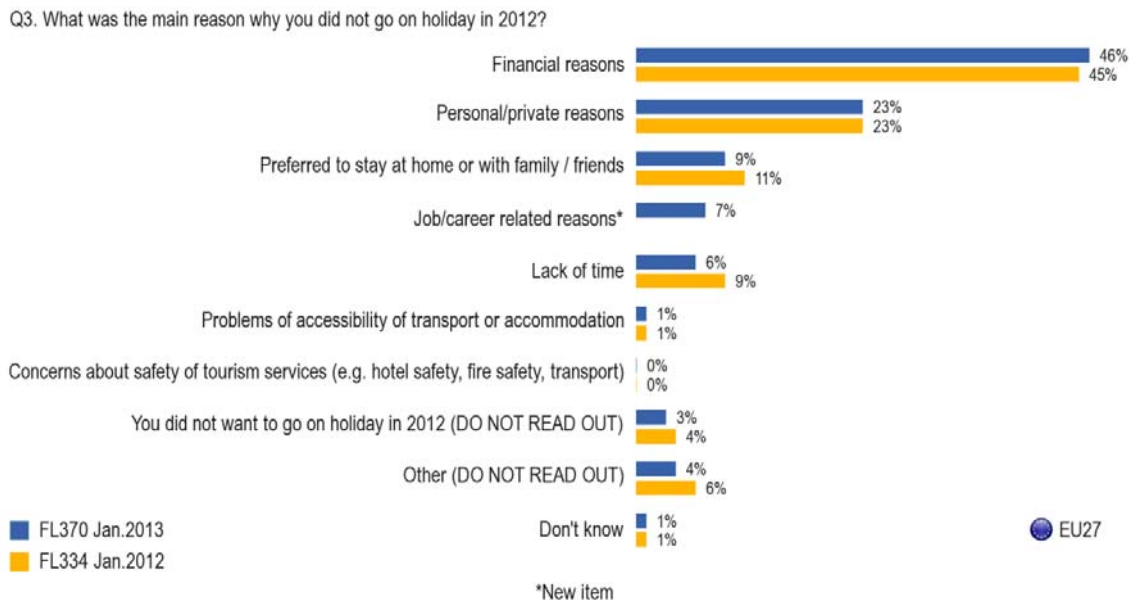
IV. HOLIDAY DISABLING FACTORS 2012-2013

This section considers the reasons why people did not go on holidays in 2012, and whether the current economic situation has had an impact on holiday plans for 2013.

4.1 Reasons for not going on a holiday in 2012

Respondents who said that they had not travelled in 2012 were asked the reasons why they had not been on a holiday in that year. Financial reasons are the most common response (46%), while 23% cite personal or private reasons. Less than one in ten (9%) say that they preferred to stay at home or with family or friends, while 7% cited job or career-related reasons and 6% said they did not have the time. A small proportion said they had problems accessing transport or accommodation (1%), while 3% said they did not want to go on holiday.

As the chart illustrates, there have only been minor changes since the previous wave. Lack of time is less likely to be mentioned (-3 percentage points), as is a preference for staying at home (-2), and not wanting to go on holiday (-1). Financial reasons are mentioned slightly more often compared to the previous wave (+1).



Base: 32% from the total number of respondents
(Those who did not take a personal holiday during 2012)

Respondents living in EU15 countries are more likely to say that they did not go on holidays in 2012 for personal reasons (25% vs. 18% of NMS12 respondents). On the other hand, NMS12 respondents are more likely to mention financial reasons compared to their EU15 counterparts (54% vs. 44%).

In 27 countries, **financial reasons** are the most commonly mentioned for not taking a holiday in 2012. Bulgarian respondents are the most likely to cite financial reasons (73%), followed by those in Greece (72%), Portugal (61%) and Romania (60%). In contrast, 14% of Norwegian and 15% of Swedish respondents mentioned financial reasons. In fact, Norwegian and Swedish respondents are much less likely to mention financial reasons than they were in 2011 (-15 and -9 percentage points respectively), as are respondents in Ireland (-14). On the other hand, respondents in Slovenia (+18) and Iceland (+10) are more likely to mention financial reasons for not going on holiday compared to 2011.




































Personal or private reasons for not taking a holiday in 2012 are the most mentioned by respondents in seven countries, particularly those in Germany (42%), Luxembourg (40%) and Norway (35%). Mentions of personal reasons increased 15 percentage points among Luxembourgish respondents and 10 points among those in Norway compared to the previous wave. Mentions of personal reasons declined notably among respondents in Slovenia (-18) and Austria (-11), although it is Greek and Bulgarian respondents (both 11%) who are the least likely to mention personal reasons for not taking a holiday in 2012.

One in five Finnish respondents said they did not take a holiday in 2012 because they **preferred to stay at home or with family or friends** (20%). This reason was also common for Danish (17%), Swedish and Turkish respondents (both 16%). In contrast, 2% of Serbian and 4% of Greek, Hungarian and Cypriot respondents gave this as a reason.

Almost one quarter of Norwegians (24%) say that **job or career-related** reasons meant they did not have a holiday in 2012, and this reason was also likely to be given by Austrian (15%) and Turkish (13%) respondents. At the other end of the scale, 3% of Bulgarian and Swedish respondents said the same.

Respondents in Iceland are the most likely to mention **lack of time** (13%), followed by those in Turkey, Finland, Austria, Latvia and Poland (all 11%). On the other hand, no Croatian respondents gave this as a reason for not taking a holiday in 2012 (0%).

Q3 What was the main reason why you did not go on holiday in 2012?

	Financial reasons	Personal/ private reasons	Preferred to stay at home or with family / friends	Job/career related reasons	Lack of time
 EU27	46%	23%	9%	7%	6%
 BE	29%	26%	13%	9%	6%
 BG	73%	11%	5%	3%	3%
 CZ	36%	27%	9%	11%	9%
 DK	25%	30%	17%	5%	7%
 DE	26%	42%	7%	6%	10%
 EE	40%	22%	12%	6%	6%
 IE	48%	16%	15%	6%	5%
 EL	72%	11%	4%	5%	5%
 ES	56%	14%	13%	7%	3%
 FR	40%	24%	10%	11%	3%
 IT	50%	27%	7%	7%	3%
 CY	56%	19%	4%	5%	8%
 LV	46%	17%	10%	10%	11%
 LT	45%	18%	10%	10%	4%
 LU	25%	40%	8%	7%	8%
 HU	58%	17%	4%	9%	5%
 MT	45%	20%	8%	9%	5%
 AT	21%	26%	13%	15%	11%
 NL	34%	30%	10%	4%	5%
 PL	50%	17%	7%	7%	11%
 PT	61%	13%	10%	8%	4%
 RO	60%	17%	7%	6%	7%
 SI	55%	16%	10%	4%	5%
 SK	50%	21%	11%	5%	6%
 FI	21%	23%	20%	8%	11%
 SE	15%	31%	16%	3%	8%
 UK	47%	21%	10%	5%	7%
 HR	56%	23%	7%	4%	0%
 MK	58%	21%	6%	8%	4%
 IS	41%	15%	5%	5%	13%
 RS	49%	32%	2%	8%	6%
 TR	38%	18%	16%	13%	11%
 IL	36%	28%	9%	6%	8%
 NO	14%	35%	8%	24%	3%

Highest percentage per country*Lowest percentage per country*

Highest percentage per item

Lowest percentage per item

Base: Those who did not take a personal holiday during 2012

The **socio-demographic analysis** shows that:

- Women are more likely than men to mention financial reasons (49% vs. 43%) and personal reasons (26% vs. 20%), while men are more likely to mention career-related reasons (10% vs. 5%).
- Financial reasons are most likely to be given by those aged 25-54 (52%-56%), while those aged 55+ are the most likely to say personal reasons (32%). Respondents aged 15-24 are the most likely to cite job-related reasons (13%) and a lack of time (15%).
- Respondents who are still studying or who completed their education aged 20+ are less likely than those with lower education levels to say financial reasons prevented them from taking a holiday in 2012 (41%-43% vs. 48%-50%).
- Manual workers are the most likely to mention financial reasons (52%), particularly when compared to the self-employed (37%). Respondents who are not working are the most likely to mention personal reasons (27%), while the self-employed are the most likely to mention job-related reasons (23%) and a lack of time (15%).
- The larger a respondents' household, the more likely they are to say that financial reasons prevented them from taking a holiday in 2012. 42% of respondents in single person households say this, compared to 53% of those in households with four or more. Respondents in households with one (28%) or two (26%) people are more likely to mention private reasons than those from larger households (16%).

Q3 What was the main reason why you did not go on holiday in 2012?

	Financial reasons	Personal/private reasons	Preferred to stay at home or with family / friends	Job/career related reasons	Lack of time
EU27	46%	23%	9%	7%	6%
Sex					
Male	43%	20%	9%	10%	8%
Female	49%	26%	8%	5%	4%
Age					
15-24	42%	12%	12%	13%	15%
25-39	52%	18%	7%	10%	8%
40-54	56%	17%	6%	9%	5%
55 +	39%	32%	11%	3%	3%
Education (End of)					
15-	50%	24%	10%	4%	2%
16-19	48%	22%	8%	8%	6%
20+	43%	26%	8%	8%	6%
Still studying	41%	14%	12%	9%	18%
Respondent occupation scale					
Self-employed	37%	15%	5%	23%	15%
Employee	48%	20%	8%	12%	7%
Manual workers	52%	11%	9%	11%	8%
Not working	46%	27%	10%	2%	4%
Household composition					
1	42%	28%	8%	6%	4%
2	44%	26%	9%	6%	6%
3	50%	16%	9%	10%	7%
4+	53%	16%	8%	9%	8%

Base: 32% from the total number of respondents
(Those who did not take a personal holiday during 2012)

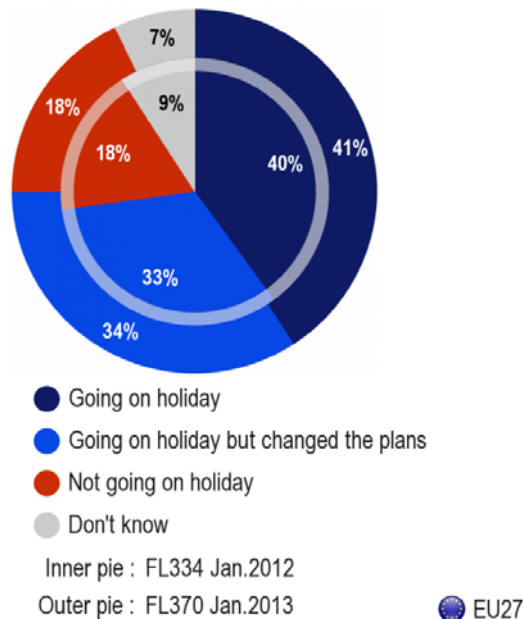
4.2 Impact of the current economic situation on holidays planned for 2013

- Although three quarters of EU respondents are planning to go on holiday in 2013, 34% have changed their holiday plans for economic reasons -

Respondents were asked if the current economic situation has had an impact on their holiday plans for 2013. Although 75% of respondents say they are planning a holiday for 2013, 34% say they have changed their plans as a result of the current economic situation. Around one in four (41%) say their holiday plans for 2013 have not been affected by the economy, while 18% say they are not planning a holiday.

As the chart illustrates, there has been little change in these results since the previous wave of the survey.

Q13(2). Has the current economic situation had an impact on your holiday plans for 2013?



Base: Total number of respondents

The majority of respondents in all but two countries plan to go on holiday in 2013 - the exceptions are Turkey (44%) and Malta (48%). In fact, at least nine out of ten Norwegian (92%), Austrian (91%), German and Icelandic (90%) respondents plan to take a holiday in 2013.

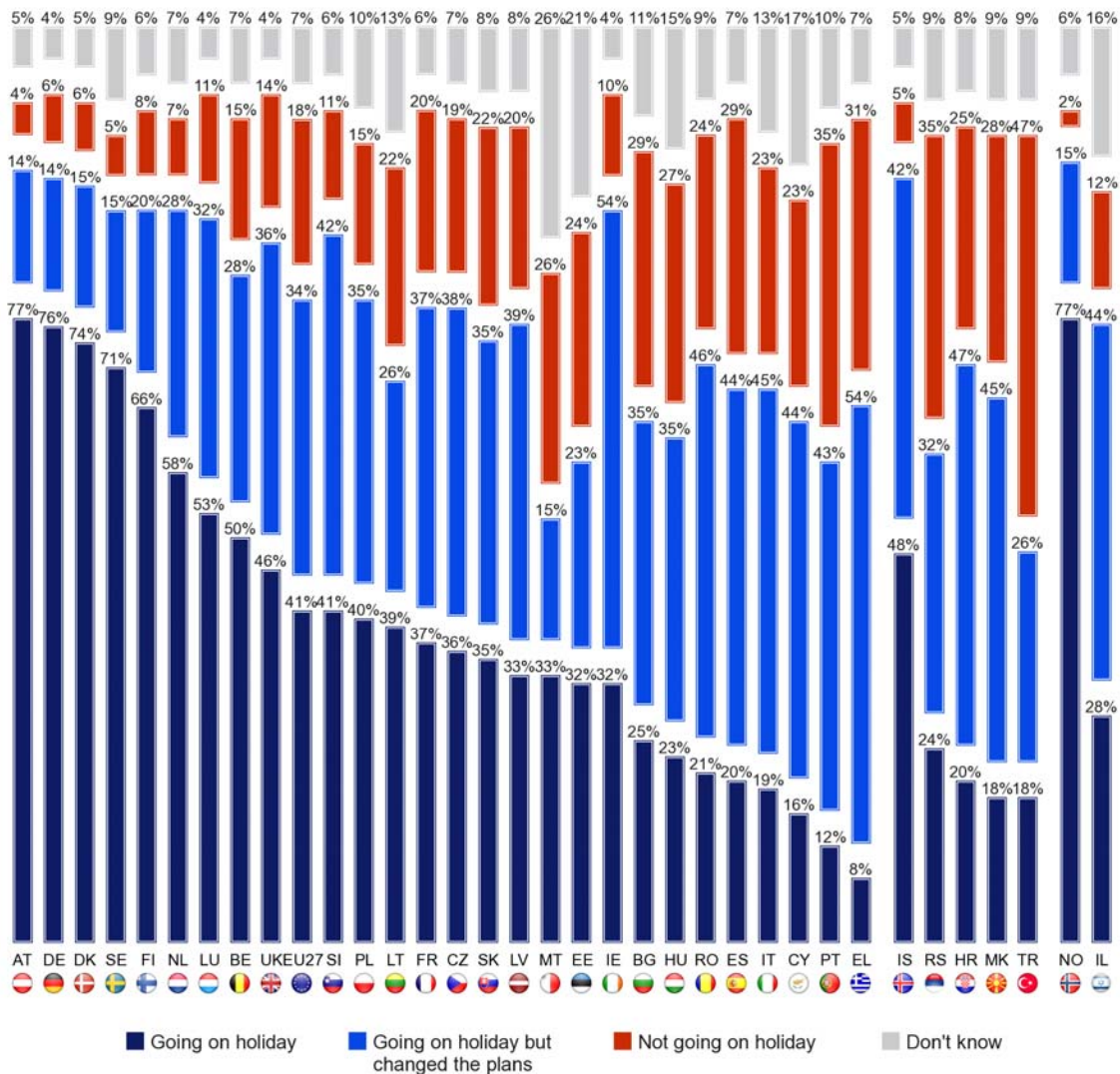
Looking at the results in more detail shows that more than half of Irish and Greek respondents (both 54%) say that they have changed their holiday plans as a result of the current economic situation - although they are still planning holidays in 2013. Croatian (47%), Romanian (46%) and Italian and Macedonian respondents (both 45%) are also likely to say this. In fact, in 20 countries at least one third of respondents say they have changed their holiday plans as a result of the current economic situation.

At the other end of the scale, 14% of German and Austrian, and 15% of Maltese, Swedish, Danish and Norwegian respondents say that they are holidaying in 2013, but their plans have changed due to the economic situation.

At least three out of ten respondents in Turkey (47%), Portugal, Serbia (both 35%) and Greece (31%) say they are not going on holidays in 2013 as a result of the current economic situation. Far fewer Norwegian (2%) and Austrian respondents (4%) say the same.

Respondents in Malta (26%) and Estonia (21%) are the most likely to say that they are not sure if the current economic situation has had an impact on their holiday plans.

Q13(2). Has the current economic situation had an impact on your holiday plans for 2013?



Base: Total number of respondents

Overall, 41% of respondents say that the current economic situation has not changed their travel plans. Respondents in 23 countries are most likely to say that the current economic situation **has not changed their travel plans**, and this is particularly the case for respondents in Austria, Norway (both 77%), Germany (76%) and Denmark (74%). In contrast, 8% of Greek and 12% of Portuguese respondents say the same. Compared to 2011, respondents in Belgium and Iceland are more likely to say that the economic situation has not impacted their holiday plans (both +11 percentage points), while Slovenian respondents are less likely to say this than they were in the last wave (-12).

Just over one in five (22%) respondents say the current economic situation means that, although they will go on holiday in 2013, they will **spend less**. This is the most common response in ten countries, particularly Ireland (39%), Greece (38%) and Portugal (35%). By comparison, 9% of Danish and German and 10% of Maltese and Austrian respondents say they will be doing this.

Around one in seven (14%) respondents say that the current economic situation means they will go on **holidays for a shorter period** in 2013. At least one in five respondents in Greece (29%), Italy (22%), Israel, Romania (both 21%) and Spain (20%) say this. This option is least mentioned by respondents in Norway (2%), Germany and Austria (both 4%).

Changing holiday destination is the least common response in all countries among those still planning to go on holiday, with fewer than one in ten in any country saying they will do this.

At least one quarter of respondents in Turkey (45%), Greece (28%), Portugal (27%), Spain and Bulgaria (both 25%) say that the current economic situation means that they **won't go on holidays** in 2013. In contrast, 1% of Norwegian and 3% of Austrian and Swedish respondents say this.

Q13 Has the current economic situation had an impact on your holiday plans for 2013?

	No, it has not changed my holiday plans	Yes, I will go on holiday but I will spend less	Yes, I will go on holiday but for a shorter period	Yes, and I will not go on holiday this year	Yes, I will go on holiday but I changed my destination
EU27	41%	22%	14%	13%	5%
BE	50%	19%	8%	9%	4%
BG	25%	18%	18%	25%	3%
CZ	36%	24%	14%	17%	7%
DK	74%	9%	5%	5%	2%
DE	76%	9%	4%	5%	2%
EE	31%	16%	8%	14%	3%
IE	32%	39%	19%	9%	6%
EL	8%	38%	29%	28%	8%
ES	20%	28%	20%	25%	5%
FR	37%	26%	12%	14%	3%
IT	19%	28%	22%	15%	5%
CY	16%	31%	16%	19%	6%
LV	34%	26%	15%	17%	4%
LT	38%	15%	12%	18%	3%
LU	53%	20%	9%	9%	7%
HU	23%	19%	17%	18%	7%
MT	33%	10%	5%	20%	2%
AT	77%	10%	4%	3%	2%
NL	58%	18%	8%	5%	4%
PL	40%	21%	14%	12%	4%
PT	12%	35%	13%	27%	6%
RO	21%	27%	21%	18%	4%
SI	41%	28%	17%	8%	5%
SK	35%	22%	14%	18%	7%
FI	66%	15%	5%	7%	2%
SE	71%	11%	5%	3%	3%
UK	46%	26%	13%	10%	9%
HR	20%	32%	16%	19%	3%
MK	18%	31%	16%	20%	6%
IS	48%	33%	12%	5%	6%
RS	24%	23%	13%	19%	7%
TR	18%	17%	9%	45%	2%
IL	27%	30%	21%	10%	8%
NO	77%	11%	2%	1%	3%

Highest percentage
per country

Lowest percentage
per country

Highest percentage per item	Lowest percentage per item
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Base: Total number of respondents

The **socio-demographic analysis** highlights that:

- Men are more likely than women to say they are planning to go on holiday (45% vs. 37%). Women, on the other hand, are more likely than men to say they are not going on holiday in 2013 (20% vs. 15%).
- Respondents aged 15-24 are the most likely to say they are going on holiday (45%), particularly compared to those aged 25-54 (39%). Those aged 55+ are the most likely to say that they are not going on holiday (24%).
- The longer a respondent remained in education, the more likely they are to say they are going on holiday. 46% of those still studying or who completed education aged 20+ say this, compared to 30% of those who finished education aged 15 or younger. Respondents who finished education aged 15 or younger are also the least likely to say they are going on holiday but changed their plans (23%), but are the most likely to say that they are not going on holiday (37%).
- Employees are the most likely to say they are going on holiday in 2013 (47%), and are also slightly more likely to say they are going on holiday but changed their plans (37%). Respondents who are not working are more likely than those who are working to say they are not going on holiday (24% vs. 10%-18%).
- The larger a respondents' household, the more likely they are to say that they are going on holiday but have changed their plans: 28% of those in single person households say this, compared to 40% of those in households of four or more.

Q13.2 Has the current economic situation had an impact on your holiday plans for 2013?
(MULTIPLE ANSWERS POSSIBLE)

	Going on holiday	Going on holiday but changed the plans	Not going on holiday	DK/NA
EU27	41%	34%	18%	7%
Sex				
Male	45%	33%	15%	7%
Female	37%	35%	20%	8%
Age				
15-24	45%	41%	8%	6%
25-39	39%	41%	14%	6%
40-54	39%	35%	18%	8%
55 +	43%	25%	24%	8%
Education (End of)				
15-	30%	23%	37%	10%
16-19	39%	34%	19%	8%
20+	46%	36%	12%	6%
Still studying	46%	41%	7%	6%
Respondent occupation scale				
Self-employed	44%	35%	14%	7%
Employee	47%	37%	10%	6%
Manual workers	38%	35%	18%	9%
Not working	37%	31%	24%	8%
Household composition				
1	42%	28%	21%	9%
2	44%	33%	16%	7%
3	38%	37%	18%	7%
4+	35%	40%	18%	7%

Base: Total number of respondents

V. HOLIDAY PLANS FOR 2013

This final chapter reviews the holiday plans that respondents have made for 2013. All respondents were asked how long they were planning to go away on holiday for this year, or if they were planning to go away at all. Secondly, respondents were asked where they were planning to travel to for their 2013 holiday.

5.1 Duration of holidays planned for 2013

- Four out of 10 respondents expect to take a holiday lasting between four and 13 consecutive nights in 2013 -

Just over four out of ten (42%) respondents say they are planning to take a holiday lasting between four and 13 consecutive nights, while just over a quarter (29%) say that they intend to make a short-stay trip of up to three nights. One in five (20%) say that they plan to take a holiday lasting more than 13 consecutive nights. 16% of respondents say they are not planning any trips, while 10% say they are yet to make any decisions.

As the chart illustrates, there has been little change in these results since the previous wave.

Q11. In 2013, which of the following types of holidays do you plan to take?



Base: Total number of respondents

Respondents living in EU15 countries are more likely to be planning holidays of 4-13 nights (44% vs. 38% for NMS12 countries), or of more than 13 nights (22% vs. 12% for NMS12 countries).

In all but seven countries the most common plan is for a holiday between **4 and 13 consecutive nights**. This is the case for at least half of all respondents in the UK (60%), Luxembourg (59%), Sweden (56%), Ireland, Slovenia (both 52%), Norway, the Czech Republic (both 51%) and Belgium (50%). In contrast, 19% of Turkish, 24% of Hungarian and 25% of Portuguese respondents are planning holidays of 4-13 nights.




































In the six countries where a holiday of **4-13 nights** was not the most common answer, respondents are most likely to say they are planning a short-stay trip of up to three nights: Latvia (46%), Turkey (45%), Lithuania, Romania (both 35%), Hungary (33%) and Portugal (27%). Serbian respondents, on the other hand, are much less likely to be planning a short-stay trip (2%), as are Macedonian (13%), Cypriot (14%) and Maltese (15%) respondents.

At least one third of Norwegian (42%), Luxembourgish (37%) and Dutch respondents (35%) are planning a holiday of **more than 13 consecutive nights**. Far fewer Bulgarian (4%), Maltese and Hungarian respondents (both 5%) say the same.

Cypriot (24%), Maltese (22%) and Estonian (21%) respondents are the most likely to say they are **yet to make a decision** about their 2013 holiday. Far fewer Irish, Czech and Latvian respondents (all 5%) are yet to make plans.

In ten countries, at least one in five respondents say they are **not planning on taking a holiday** at all in 2013. More than one third of Serbian respondents say this (35%), as do 29% of Estonian, 28% of Hungarian, 26% of Portuguese and 25% of Greek respondents. At the other end of the spectrum, far fewer Icelandic (2%), Norwegian (4%) and Swedish (6%) respondents say they are not planning any trips in 2013.

Q11 In 2013, which of the following types of holidays to you plan to take?

		Holidays between 4 and 13 consecutive nights away	Short-stay trip (up to 3 consecutive nights away)	Holidays with more than 13 consecutive nights away	No decisions yet (DO NOT READ OUT)	No trip at all (DO NOT READ OUT)
 EU27		42%	29%	20%	10%	16%
 BE		50%	36%	27%	8%	16%
 BG		36%	26%	4%	14%	21%
 CZ		51%	23%	13%	5%	15%
 DK		43%	19%	22%	17%	12%
 DE		46%	25%	26%	8%	16%
 EE		26%	17%	9%	21%	29%
 IE		52%	29%	25%	5%	8%
 EL		28%	26%	10%	14%	25%
 ES		33%	29%	13%	12%	21%
 FR		39%	19%	25%	12%	15%
 IT		36%	24%	15%	16%	17%
 CY		38%	14%	7%	24%	18%
 LV		30%	46%	11%	5%	17%
 LT		30%	35%	11%	9%	17%
 LU		59%	32%	37%	9%	9%
 HU		24%	33%	5%	14%	28%
 MT		36%	15%	5%	22%	20%
 AT		47%	32%	21%	7%	13%
 NL		48%	26%	35%	8%	9%
 PL		41%	33%	16%	7%	13%
 PT		25%	27%	13%	16%	26%
 RO		33%	35%	9%	9%	15%
 SI		52%	23%	13%	12%	11%
 SK		47%	25%	12%	8%	18%
 FI		47%	43%	15%	8%	7%
 SE		56%	29%	23%	11%	6%
 UK		60%	44%	29%	8%	11%
 HR		37%	21%	13%	10%	21%
 MK		38%	13%	11%	17%	22%
 IS		42%	30%	18%	13%	2%
 RS		40%	2%	7%	15%	35%
 TR		19%	45%	10%	8%	15%
 IL		34%	30%	14%	17%	11%
 NO		51%	29%	42%	8%	4%

Highest percentage per country

Lowest percentage per country

Highest percentage per item	Lowest percentage per item
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Base: Total number of respondents




Comparing these results to those from the last wave shows that:

- Serbian respondents are considerably less likely to say that they are not planning a trip (-10 percentage points) and are more likely to say they plan a trip of 4-13 nights (+16).
- Respondents in Luxembourg are much more likely to be planning trips of 4-13 nights (+19) or short-stay trips (+16).
- Icelandic respondents are much less likely to say they are yet to make a decision about their holiday than they were this time last year (-19), and are more likely to be planning a short-stay trip (+11).

The **socio-demographic analysis** shows that:

- The younger the respondent, the more likely they are to be planning a holiday of 4-13 nights. Almost half (49%) of 15-24 year-olds are planning a holiday of this length, compared to 36% of those aged 55+. Respondents aged 55+ are also the least likely to be planning a short-stay trip (22%), but they are the most likely to say they are not planning a trip at all (24%).
- Respondents who completed their education aged 15 or younger are the least likely to say they are planning a trip of any length, and the most likely to say that they are not planning a trip at all (35%).
- Manual workers are less likely than other occupation groups to be planning a trip of more than 13 nights (16%), while respondents who are not working are the least likely to be planning a short-stay trip (25%). Employees (54%) and the self-employed (45%) are the most likely to be planning a holiday of 4-13 nights.

Q11 In 2013, which of the following types of holidays do you plan to take? (MULTIPLE ANSWERS POSSIBLE)

	Holidays between 4 and 13 consecutive nights away	Short-stay trip (up to 3 consecutive nights away)	Holidays with more than 13 consecutive nights away	No trip at all (DO NOT READ OUT)	No decisions yet (DO NOT READ OUT)
EU27	42%	29%	20%	16%	10%
 Age					
15-24	49%	34%	21%	5%	8%
25-39	46%	35%	18%	10%	10%
40-54	44%	30%	20%	15%	10%
55 +	36%	22%	20%	24%	12%
 Education (End of)					
15-	27%	20%	15%	35%	14%
16-19	40%	30%	19%	16%	11%
20+	49%	31%	22%	10%	9%
Still studying	51%	32%	23%	5%	8%
 Respondent occupation scale					
Self-employed	45%	33%	22%	11%	9%
Employee	54%	33%	22%	9%	9%
Manual workers	38%	31%	16%	14%	11%
Not working	35%	25%	19%	22%	12%

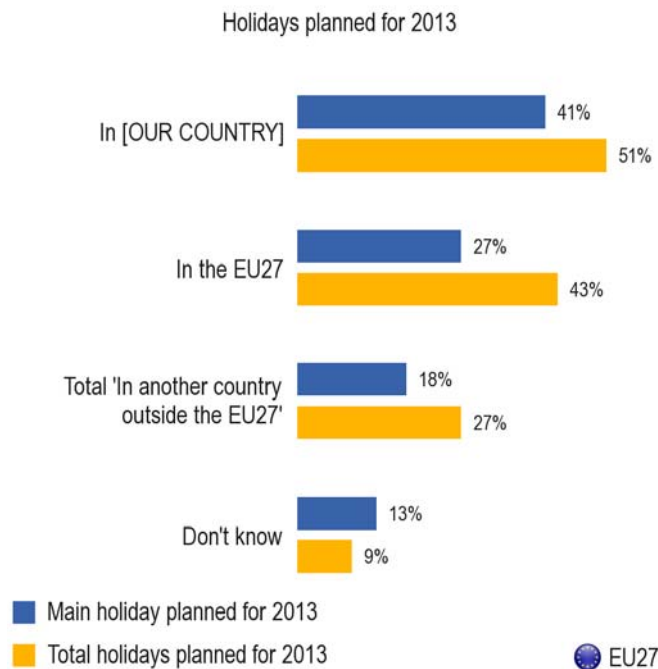
Base: Total number of respondents

5.2 Destinations chosen for 2013¹¹

Respondents were asked two questions about their planned holidays in 2013. They were asked where they plan to go for their main holiday of at least four consecutive nights, where the main holiday was described as the one most important to them. Respondents were also asked what countries they plan to visit for any other holidays of at least four consecutive nights in 2013. The chart below shows the results for respondents' main holiday, and for all the holidays to be taken in 2013 (including the main holiday).

Although not a majority, most respondents living in the EU plan to take their main holiday in their own country (41%), while 27% plan to visit another EU country. Almost one in five (18%) plan to visit a country outside the EU for their main holiday¹².

Considering all holidays planned for 2013, the pattern is the same. Just over half (51%) are planning domestic holidays, 43% holidays in an EU country, and 27% are planning holidays in a country outside the EU.



*Base: 72% from the total number of respondents
(Those who plan to take holidays during 2013)*

Looking at these results in a different way, combining the 'in our country' responses with the 'in the EU' responses for EU27 Member States shows that 80% of EU respondents are planning a holiday in an EU country, either in their own or in another Member State.

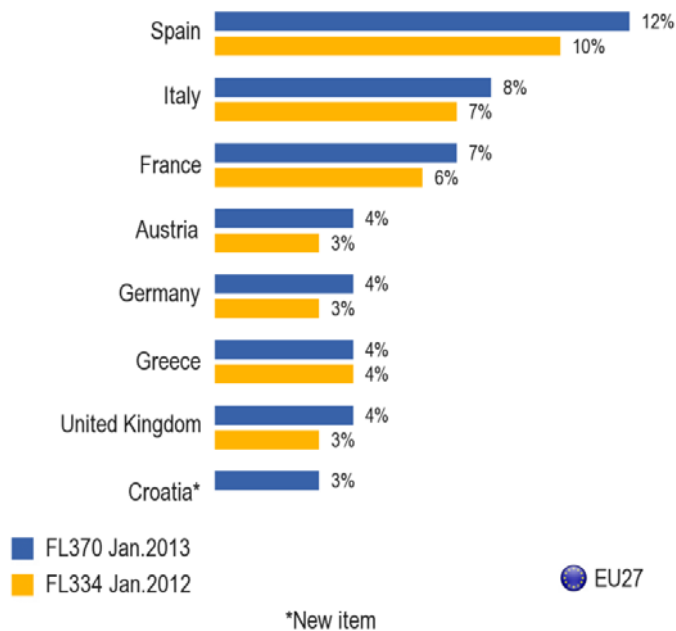
¹¹ When asking the question, (OUR COUNTRY) is replaced by the name of the country in which the interview is conducted (i.e. if a Belgian respondent plans to spend his/her holiday in Belgium, the answer is coded under 'In (OUR COUNTRY)').

¹² The results for 'in the EU27' do not include domestic holidays taken by respondents living in an EU27 country: e.g. domestic holidays taken by Spanish respondents are not included in the "in the EU27" results. The results for 'in another country outside the EU27' do not include domestic holidays taken by respondents living in a country outside the EU27: e.g. domestic holidays taken by Israeli respondents are not included in the 'in another country outside the EU27' results.

Respondents living in the EU15 countries are more likely to be planning a holiday in a country outside the EU (29% vs. 21% for NMS12 countries). Respondents living in NMS12 countries are more likely than their EU15 counterparts to be planning a domestic holiday (55% vs. 50%).

The chart below shows the top eight destinations for holidays planned for the upcoming year for the last two waves of the survey¹³. There has been little change. Spain remains the most popular destination (12%), followed by Italy (8%) and France (7%). Austria, Germany, Greece, the UK (all 4%) and Croatia (3%) make up the rest of the top eight.

Top 8 destinations for holidays planned for the upcoming year



Base: 72% from the total number of respondents
(Those who plan to take holidays during 2013)

If planned domestic holidays by respondents are included, then the picture for 2012 is slightly different: Spain (18%), France, Italy (both 15%), Germany (10%), the UK (9%), Poland (6%), Austria and Greece (both 5%).

The majority of respondents in 11 countries are planning to holiday **in their own country**. This is particularly the case for Greek (83%), Croatian (78%), Bulgarian (73%) and Spanish respondents (70%). In contrast, domestic holidays are less likely to be being planned by respondents in Luxembourg (1%), Malta (12%) and Belgium (15%).

¹³ Does not include domestic holidays.

In 13 countries, at least half of all respondents are planning holidays in an **EU27 country**¹⁴. In Luxembourg, more than eight out of ten respondents (83%) are planning to holiday in another EU27 country, as are 76% of Belgian and 68% of Maltese respondents. Far fewer Turkish (20%), Greek (21%) and Slovenian respondents (25%) are planning to holiday in an EU27 country.

Slovenia is the only country where a majority of respondents are planning to holiday in a **country outside the EU** (mainly in Croatia) in 2013 (60%)¹⁵. Slovakian (47%), Serbian (46%) and Macedonian (44%) respondents are also more likely to be planning a holiday in a non-EU country.

At the other end of the scale, 9% of Greek, 13% of Romanian and 14% of Bulgarian respondents say they are planning to holiday in a non-EU country in 2013.

The trend since the last wave¹⁶ shows that respondents in France and Norway are much more likely to be planning a domestic holiday in 2013 than they were in 2012 (both +10 percentage points). On the other hand, Turkish (-15) and Icelandic (-14) respondents are much less likely to be planning a domestic holiday this year.

Across the EU, respondents are more likely to be planning a holiday in the EU in 2012 than they were in 2011 (+6 percentage points). Across all countries this is particularly the case for respondents in Norway, France (both +13), Bulgaria (+12), Belgium (+11) and Serbia (+10). Cyprus is the only country where there has been a large decrease in the proportion planning a holiday in the EU (-13).




































Slovakian respondents are much more likely to be planning a holiday in a country outside the EU (mainly in Croatia) than they were in the last wave (+29), as are those in Ireland and Malta (both +10). The Netherlands and Iceland are the only two countries where there has been a slight decline in the proportion planning a holiday outside the EU (both -1).

¹⁴ The results for 'in the EU27' do not include domestic holidays taken by respondents living in an EU 27 country: e.g. domestic holidays taken by Spanish respondents are not included in the "in the EU27" results for Spain.

¹⁵ The results for 'in another country outside the EU27' do not include domestic holidays taken by respondents living in a country outside the EU27: e.g. domestic holidays taken by Israeli respondents are not included in the 'in another country outside the EU27' results for Israel.

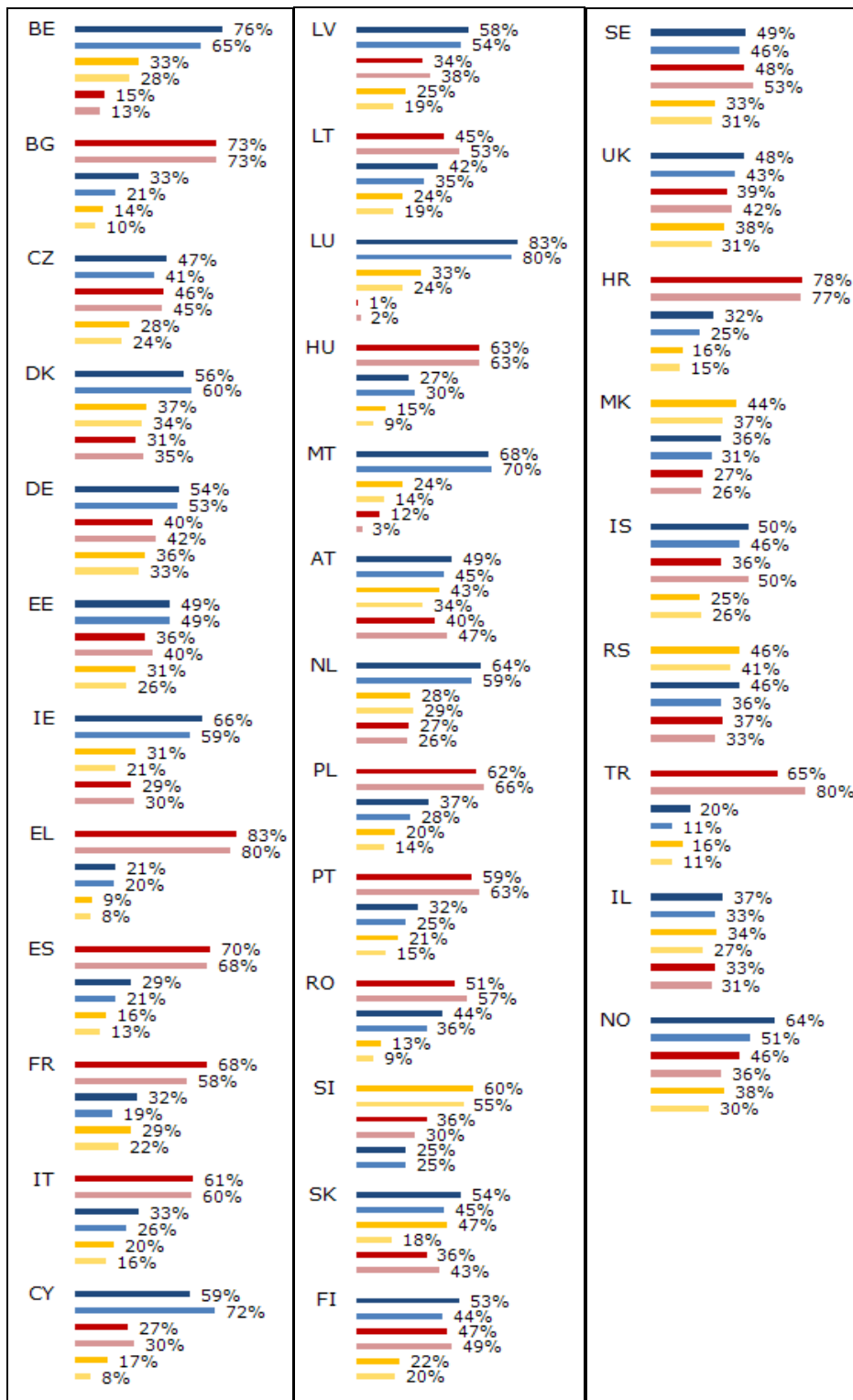
¹⁶ For this analysis, the data for the total between Q12A and Q12B was compared to data for Q14 from FL334.

Holidays planned for the upcoming year

	In [OUR COUNTRY]		In the EU27		Total 'In another country outside the EU27'	
	FL370 Jan 2013	Diff. Jan 2013 -Jan 2012	FL370 Jan 2013	Diff. Jan 2013 -Jan 2012	FL370 Jan 2013	Diff. Jan 2013 -Jan 2012
 EU27	51%	-1	43%	+6	27%	+4
 BE	15%	+2	76%	+11	33%	+5
 BG	73%	=	33%	+12	14%	+4
 CZ	46%	+1	47%	+6	28%	+4
 DK	31%	-4	56%	-4	37%	+3
 DE	40%	-2	54%	+1	36%	+3
 EE	36%	-4	49%	+6	31%	+5
 IE	29%	-1	66%	+7	31%	+10
 EL	83%	+3	21%	+1	9%	+1
 ES	70%	+2	29%	+8	16%	+3
 FR	68%	+10	32%	+13	29%	+7
 IT	61%	+1	33%	+7	20%	+4
 CY	27%	-3	59%	-13	17%	+9
 LV	34%	-4	58%	+4	25%	+6
 LT	45%	-8	42%	+7	24%	+5
 LU	1%	-1	83%	+3	33%	+9
 HU	63%	=	27%	-3	15%	+6
 MT	12%	+9	68%	-2	24%	+10
 AT	40%	-7	49%	+4	43%	+9
 NL	27%	+1	64%	+5	28%	-1
 PL	62%	-4	37%	+9	20%	+6
 PT	59%	-4	32%	+7	21%	+6
 RO	51%	-6	44%	+8	13%	+4
 SI	36%	+6	25%	=	60%	+5
 SK	36%	-7	54%	+9	47%	+29
 FI	47%	-2	53%	+9	22%	+2
 SE	48%	-5	49%	+3	33%	+2
 UK	39%	-3	48%	+5	38%	+7
 HR	78%	+1	32%	+7	16%	+1
 MK	27%	+1	36%	+5	44%	+7
 IS	36%	-14	50%	+4	25%	-1
 RS	37%	+4	46%	+10	46%	+5
 TR	65%	-15	20%	+9	16%	+5
 IL	33%	+2	37%	+4	34%	+7
 NO	46%	+10	64%	+13	38%	+8

Base: Those who plan to take holidays during 2013

Destinations for holidays planned for the upcoming year



■ In (OUR COUNTRY) (FL370 Jan.2013)
 ■ In the EU27 (FL370 Jan.2013)
 ■ In another country outside the EU27 (FL370 Jan.2013)

■ In (OUR COUNTRY) (FL334 Jan.2012)
 ■ In the EU27 (FL334 Jan.2012)
 ■ In another country outside the EU27 (FL334 Jan.2012)

Base: Those who plan to take holidays during 2013

Cross-referencing the results of this question with the earlier question which asked respondents where they went for their main holiday (of at least four nights) in 2012, we find that 79% of those in the EU planning to spend their main holiday in their own country in 2013 also stayed domestically for their main holiday in 2012. Just over one in ten (12%) of those who plan a domestic main holiday in 2013 spent their main holiday in 2012 in an EU country, while 6% spent it in a country outside the EU.

Among EU respondents planning to spend their main holiday in the EU in 2013, 57% also did this in 2012, while 25% spent their main holiday in 2012 in their own country and 15% went to a country outside the EU.

Almost half (49%) of EU respondents who are planning to holiday in a country outside the EU in 2013 also spent their main holiday in a non-EU country in 2012. Three in ten (30%) spent their main 2012 holiday in an EU country, while 18% spent their main holiday at a domestic destination.

When the 'in my country' responses are folded into the 'in the EU' category, we find that 87% of respondents who are planning to holiday in the EU in 2013 also spent their main holiday in an EU country in 2012.

The table below shows the country-level results for the top eight destinations for holidays planned in 2013¹⁷.

Spain is the most popular of the eight destinations for respondents in 13 countries, particularly those from Ireland (28%), Norway (26%) and the UK (22%). In 15 countries at least one in ten respondents are planning to visit Spain for a holiday in 2013. Turkish, Croatian (both 1%), Macedonian and Slovenian (both 2%) respondents are the least likely to be planning to visit Spain in 2013.

Italy is the most popular of the eight destinations for respondents in seven countries, including Austria (21%), Germany (14%) and Romania (13%). However, it is Maltese respondents who are the most likely to say they are planning to holiday in Italy in 2013 (24%). Respondents in Serbia and Portugal (both 3%) are the least likely to say they are planning a holiday to Italy.

France is the most popular of the eight destinations for respondents in Belgium (40%), Luxembourg (27%), the Netherlands (19%), Italy (10%), Spain (8%) and Turkey (4%). In the case of Turkish respondents, they are equally likely to be planning to visit Italy and France (both 4%). In comparison, 2% of Macedonian, Hungarian, Greek, Estonian and Bulgarian respondents plan to holiday in France in 2013.

¹⁷ Domestic holidays are not counted, so for example the "-" for Spain in the Spain column reflects the fact that domestic holidays were not counted. The same applies for the relevant country in each of the other columns.




































Respondents from Germany are the most likely to be planning a holiday to Austria (14%), and this tied with Italy as the most popular destination. Germany is the only country where more than 7% of respondents plan to visit Austria, and no Turkish respondents plan to do so in 2013 (0%).

Greece is the most mentioned holiday destination for Cypriot (38%), Serbian (33%), Bulgarian (16%) and Macedonian (13%) respondents. On the other hand, no Portuguese respondents say they plan to visit Greece for a holiday in 2013.

The UK is the most mentioned holiday destination for Maltese (25%) and Lithuanian respondents (8%), and it ties with Spain and Italy as the most mentioned of the eight destinations for Greek respondents (4%). No Macedonian or Serbian respondents plan to visit the UK in 2013.

Croatia is the most mentioned of the eight countries for respondents in Slovenia (51%), Slovakia (31%), the Czech Republic (13%) and Hungary (8%). However, in nine countries no respondents are planning a holiday to Croatia in 2013: Ireland, Greece, Spain, Cyprus, Portugal, the UK, Iceland, Turkey and Israel.

Top 8 destinations for holidays planned for 2013

	Spain	Italy	France	Austria	Germany	Greece	United Kingdom	Croatia
 EU27	12%	8%	7%	4%	4%	4%	4%	3%
 BE	19%	17%	40%	4%	7%	4%	5%	2%
 BG	4%	5%	2%	1%	3%	16%	4%	1%
 CZ	5%	11%	5%	7%	3%	6%	3%	13%
 DK	16%	10%	9%	3%	12%	4%	4%	2%
 DE	13%	14%	6%	14%	-	3%	3%	3%
 EE	7%	9%	2%	1%	2%	1%	4%	2%
 IE	28%	7%	14%	1%	3%	2%	21%	0%
 EL	4%	4%	2%	1%	2%	-	4%	0%
 ES	-	7%	8%	1%	3%	1%	5%	0%
 FR	13%	8%	-	1%	2%	1%	4%	1%
 IT	10%	-	10%	2%	3%	4%	7%	1%
 CY	8%	4%	5%	2%	1%	38%	13%	0%
 LV	6%	6%	4%	2%	10%	2%	9%	1%
 LT	6%	6%	3%	1%	5%	3%	8%	2%
 LU	19%	20%	27%	7%	12%	3%	4%	1%
 HU	3%	6%	2%	5%	2%	4%	1%	8%
 MT	10%	24%	8%	1%	4%	2%	25%	1%
 AT	9%	21%	6%	-	9%	8%	3%	12%
 NL	14%	12%	19%	7%	13%	5%	5%	2%
 PL	8%	7%	3%	2%	6%	4%	4%	6%
 PT	14%	3%	10%	1%	2%	0%	4%	0%
 RO	9%	13%	8%	3%	7%	8%	2%	1%
 SI	2%	9%	3%	5%	3%	3%	1%	51%
 SK	4%	12%	3%	6%	3%	7%	4%	31%
 FI	13%	6%	4%	1%	5%	5%	5%	1%
 SE	15%	8%	7%	3%	6%	6%	5%	3%
 UK	22%	7%	9%	1%	4%	5%	-	0%
 HR	1%	10%	4%	4%	4%	3%	2%	-
 MK	2%	4%	2%	4%	5%	13%	0%	4%
 IS	14%	6%	4%	3%	6%	1%	8%	0%
 RS	4%	3%	3%	3%	2%	33%	0%	6%
 TR	1%	4%	4%	0%	4%	2%	2%	0%
 IL	9%	8%	4%	1%	5%	4%	3%	0%
 NO	26%	8%	8%	2%	8%	6%	9%	2%

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

* The percentages in this table represent only tourists who plan to travel in the respective countries

Base: Those who plan to take holidays during 2013

The **socio-demographic analysis** shows that:

- Respondents aged 15-24 are the least likely to be planning a holiday in their own country in 2013 (39%), and the most likely to be planning a holiday in the EU27 (50%)
- Those who completed their education aged 15 or younger are more likely than those with higher education levels to be planning a holiday in their own country (58%), and less likely to be planning a holiday in the EU (37%) or in a country outside the EU (22%)
- Manual workers and those who are not working are the most likely to be planning a holiday in their own country (both 54%), while it is the self-employed who are the most likely to be planning a holiday outside the EU in 2013 (33%). Manual workers are the least likely to be planning a holiday in the EU (39%).

ANNEXES

TECHNICAL SPECIFICATIONS

FLASH EUROBAROMETER 370

"Attitudes of Europeans towards Tourism"

TECHNICAL SPECIFICATIONS

Between the 24th and the 30th of January 2013, TNS Political & Social, a consortium created between TNS political & social, TNS UK and TNS opinion, carried out the survey FLASH EUROBAROMETER 370 about "Attitudes of Europeans towards Tourism".

This survey has been requested by the EUROPEAN COMMISSION, Directorate-General for Enterprise and Industry. It is a general public survey co-ordinated by the Directorate-General for Communication ("Research and Speechwriting" Unit). The FLASH EUROBAROMETER 370 covers the population of the respective nationalities of the European Union Member States, resident in each of the 27 Member States and aged 15 years and over. It was also conducted in Croatia, Turkey, Former Yugoslav Republic of Macedonia, Iceland, Norway, Serbia and Israel. The survey covers the national population of citizens (in these countries) as well as the population of citizens of all the European Union Member States that are residents in these countries and have a sufficient command of the national languages to answer the questionnaire. All interviews were carried using the TNS e-Call center (our centralized CATI system). In every country respondents were called both on fixed lines and mobile phones. The basic sample design applied in all states is multi-stage random (probability). In each household, the respondent was drawn at random following the "last birthday rule".

TNS has developed its own RDD sample generation capabilities based on using contact telephone numbers from responders to random probability or random location face to face surveys, such as Eurobarometer, as seed numbers. The approach works because the seed number identifies a working block of telephone numbers and reduces the volume of numbers generated that will be ineffective. The seed numbers are stratified by NUTS2 region and urbanisation to approximate a geographically representative sample. From each seed number the required sample of numbers are generated by randomly replacing the last two digits. The sample is then screened against business databases in order to exclude as many of these numbers as possible before going into field. This approach is consistent across all countries.

A comparison between the sample and the universe was carried out. The Universe description was derived from the national statistics office. The weighting procedure, using marginal and intercellular weighting, was carried out based on this Universe description. Gender, age, region, social class and the vote in the referendum on the Stability Treaty were introduced in the iteration procedure.

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits:

Statistical Margins due to the sampling process (at the 95% level of confidence)											
<i>various sample sizes are in rows</i>						<i>various observed results are in columns</i>					
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	
N=50	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9	N=50
N=500	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4	N=500
N=1000	1,4	1,9	2,2	2,5	2,7	2,8	3,0	3,0	3,1	3,1	N=1000
N=1500	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5	N=1500
N=2000	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2	N=2000
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8	N=3000
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5	N=4000
N=5000	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4	N=5000
N=6000	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3	N=6000
N=7000	0,5	0,7	0,8	0,9	1,0	1,1	1,1	1,1	1,2	1,2	N=7000
N=7500	0,5	0,7	0,8	0,9	1,0	1,0	1,1	1,1	1,1	1,1	N=7500
N=8000	0,5	0,7	0,8	0,9	0,9	1,0	1,0	1,1	1,1	1,1	N=8000
N=9000	0,5	0,6	0,7	0,8	0,9	0,9	1,0	1,0	1,0	1,0	N=9000
N=10000	0,4	0,6	0,7	0,8	0,8	0,9	0,9	1,0	1,0	1,0	N=10000
N=11000	0,4	0,6	0,7	0,7	0,8	0,9	0,9	0,9	0,9	0,9	N=11000
N=12000	0,4	0,5	0,6	0,7	0,8	0,8	0,9	0,9	0,9	0,9	N=12000
N=13000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,9	0,9	N=13000
N=14000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,8	0,8	N=14000
N=15000	0,3	0,5	0,6	0,6	0,7	0,7	0,8	0,8	0,8	0,8	N=15000
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	

ABBR.	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES		POPULATION 15+
BE	Belgium	TNS Dimarso	1.002	24/01/2013	30/01/2013	8.939.546
BG	Bulgaria	TNS BBSS	1.002	24/01/2013	30/01/2013	6.537.510
CZ	Czech Rep.	TNS Aisa s.r.o	1.000	24/01/2013	30/01/2013	9.012.443
DK	Denmark	TNS Gallup A/S	1.007	24/01/2013	30/01/2013	4.561.264
DE	Germany	TNS Infratest	1.500	24/01/2013	30/01/2013	64.409.146
EE	Estonia	TNS Emor	500	24/01/2013	30/01/2013	945.733
EL	Greece	TNS ICAP	1.002	24/01/2013	30/01/2013	8.693.566
ES	Spain	TNS Demoscopia S.A	1.500	24/01/2013	30/01/2013	39.035.867
FR	France	TNS Sofres	1.506	24/01/2013	30/01/2013	47.756.439
IE	Ireland	IMS Millward Brown	1.000	24/01/2013	30/01/2013	3.522.000
IT	Italy	TNS Infratest	1.500	24/01/2013	30/01/2013	51.862.391
CY	Rep. of Cyprus	CYMAR	505	24/01/2013	30/01/2013	660.400
LV	Latvia	TNS Latvia	508	24/01/2013	30/01/2013	1.447.866
LT	Lithuania	TNS LT	500	24/01/2013	30/01/2013	2.829.740
LU	Luxembourg	TNS Dimarso	500	24/01/2013	30/01/2013	404.907
HU	Hungary	TNS Hoffmann Kft	1.007	24/01/2013	30/01/2013	8.320.614
MT	Malta	MISCO International Ltd	504	24/01/2013	30/01/2013	335.476
NL	Netherlands	TNS NIPO	1.001	24/01/2013	30/01/2013	13.371.980
AT	Austria	TNS Austria	1.001	24/01/2013	30/01/2013	7.009.827
PL	Poland	TNS OBOP	1.500	24/01/2013	30/01/2013	32.413.735
PT	Portugal	TNS EUROTESTE	1.021	24/01/2013	30/01/2013	8.080.915
RO	Romania	TNS CSOP	1.026	24/01/2013	30/01/2013	18.246.731
SI	Slovenia	RM PLUS	505	24/01/2013	30/01/2013	1.759.701
SK	Slovakia	TNS AISA Slovakia	1.000	24/01/2013	30/01/2013	4.549.955
FI	Finland	TNS Gallup Oy	1.004	24/01/2013	30/01/2013	4.440.004
SE	Sweden	TNS SIFO	1.000	24/01/2013	30/01/2013	7.791.240
UK	United Kingdom	TNS UK	1.500	24/01/2013	30/01/2013	51.848.010
TOTAL EU27			26.601	24/01/2013	30/01/2013	408.787.006
HR	Croatia	Puls	504	24/01/2013	30/01/2013	3.749.400
TR	Turkey	TNS PIAR	1.000	24/01/2013	30/01/2013	54.844.406
	Former Yugoslav Rep. of			24/01/2013	30/01/2013	
MK	Macedonia	TNS Brima	505			1.678.404
IS	Iceland	Capacent ehf	505	24/01/2013	30/01/2013	252.277
NW	Norway	TNS Gallup AS	500	24/01/2013	30/01/2013	3.886.395
RS	Republic of Serbia	TNS Medium Gallup	513	24/01/2013	30/01/2013	6.409.693
IL	Israel	TNS Teleseker	500	24/01/2013	30/01/2013	4.257.500
TOTAL			30.628	24/01/2013	30/01/2013	483.865.081

QUESTIONNAIRE

ASK ALL

Q1 During 2012, how many times did you travel for business or private purposes, where you were away from home for a minimum of one night? (M)

INT.: IF "NO TRAVEL", CODE 000 - IF "DON'T KNOW", CODE 999

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FL334 Q1

ASK Q2 IF RESPONDENTS SAY THAT THEY HAVE TRAVELLED MINIMUM ONE NIGHT, Q1>0 OR Q1< 999, OTHERS GO TO Q3 (M)

Q2 Thinking only about your personal holidays, how many times did you stay for a minimum of four consecutive nights in the following types of accommodation? (M)

(READ OUT - ONE ANSWER ONLY)

	1	2	3	4	5 time s or mor e	Non e/ zero	DK/ NA
--	---	---	---	---	-------------------------------	-------------------	-----------

1	In paid accommodation (hotel/ rented apartment/house etc....)	1	2	3	4	5	6	7
2	In own property/ second home	1	2	3	4	5	6	7
3	At friends or relatives	1	2	3	4	5	6	7
4	On a camping site	1	2	3	4	5	6	7
5	In another type of accomodation (M)	1	2	3	4	5	6	7

FL 334 Q3 MODIFIED TREND

ASK Q3 ONLY IF THE RESPONDENT SAYS THAT HE OR SHE DID NOT STAY AWAY IN 2012, Q2.1-5 =6 OR Q1=0, OTHERS GO TO Q4A (M)

PROG Q3: ROTATE ITEMS 1 TO 7 (M)

Q3 What was the main reason why you did not go on holiday in 2012? (M)

(READ OUT - ONE ANSWER ONLY)

Personal/private reasons	1
Financial reasons	2
Job/career related reasons (N)	3
Lack of time	4
Concerns about safety of tourism services (e.g. hotel safety, fire safety, transport) (M)	5
Preferred to stay at home or with family / friends	6
Problems of accessibility of transport or accommodation	7
You did not want to go on holiday in 2012 (DO NOT READ OUT) (M)	8
Other (DO NOT READ OUT)	9
DK/NA	10

FL 334 Q4 MODIFIED TREND

ASK Q4A TO Q7 ONLY IF THE RESPONDENT SAYS THAT HE OR SHE STAYED AWAY FOR A MINIMUM OF FOUR CONSECUTIVE NIGHTS, Q2.1-5=1-5 FOR AT LEAST ONE ITEM, OTHERS GO TO Q8 (M)

Q4A	To which country did you go for your main holiday in 2012? By 'main holiday' we mean the holiday that was the most important for you in 2012.
-----	---

(DO NOT READ OUT - ONE ANSWER ONLY)

IN YOUR COUNTRY	
In [OUR COUNTRY]	1
OUTSIDE YOUR COUNTRY IN THE EUROPEAN UNION	
Austria	2
Belgium	3
Bulgaria	4
Cyprus	5
Czech Republic	6
Denmark	7
Estonia	8
Finland	9
France	10
Germany	11
Greece	12
Hungary	13
Ireland	14
Italy	15
Latvia	16
Lithuania	17
Luxembourg	18
Malta	19
Netherlands	20
Poland	21
Portugal	22
Romania	23
Slovakia	24
Slovenia	25
Spain	26
Sweden	27
United Kingdom	28
IN ANOTHER COUNTRY OUTSIDE THE EUROPEAN UNION	
Croatia	29
India	30
Morocco	31
Thailand	32
Other	33
DK/NA	34

NEW

PROG Q4B: EXCLUDE ANSWER GIVEN AT Q4A FROM THE LIST (N)

Q4B	And to which other country or countries did you go for a minimum of 4 consecutive nights in 2012? (M)
-----	---

(DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

IN YOUR COUNTRY	
In [OUR COUNTRY]	1,
OUTSIDE YOUR COUNTRY IN THE EUROPEAN UNION	
Austria	2,
Belgium	3,
Bulgaria	4,
Cyprus	5,
Czech Republic	6,
Denmark	7,
Estonia	8,
Finland	9,
France	10,
Germany	11,
Greece	12,
Hungary	13,
Ireland	14,
Italy	15,
Latvia	16,
Lithuania	17,
Luxembourg	18,
Malta	19,
Netherlands	20,
Poland	21,
Portugal	22,
Romania	23,
Slovakia	24,
Slovenia	25,
Spain	26,
Sweden	27,
United Kingdom	28,
IN ANOTHER COUNTRY OUTSIDE THE EUROPEAN UNION	
Croatia (N)	29,
India (N)	30,
Morocco (N)	31,
Thailand (N)	32,
Other (M)	33,
DK/NA	34,

FL 334 Q5 MODIFIED TREND

PROG Q5: ROTATE ITEMS 1 TO 8

Q5 What were your main reasons for going on holiday in 2012? (M)

(READ OUT - MAX. 3 ANSWERS)

Sun/beach	1,
Wellness/Spa/health treatment (M)	2,
City trips (M)	3,
Sport-related activities (e.g. scuba-diving, cycling etc...) (M)	4,
Nature (mountain, lake, landscape etc...)	5,
Culture (e.g religious, culinary purposes, arts) (M)	6,
Visiting family/ friends / relatives (M)	7,
Specific events (sporting events/festivals/clubbing) (N)	8,
Other (DO NOT READ OUT)	9,
DK/NA	10,

FL 334 Q6 STRONGLY MODIFIED TREND

Q6 In 2012, how many times did you go on any of the following types of holiday? (M)

(READ OUT - ONE ANSWER ONLY)

	1	2	3	4	5 time s or more	Non e/ zero	DK/ NA

1	All-inclusive holiday (transport + accommodation + food + drinks) (M)	1	2	3	4	5	6	7
2	Other types of package travel (not all-inclusive) (M)	1	2	3	4	5	6	7
3	Tourism services purchased separately (M)	1	2	3	4	5	6	7

FL 334 Q8 STRONGLY MODIFIED TREND

PROG Q7: ROTATE ITEMS 1 TO 7

Q7	Did you arrange your holiday in 2012 using any of the following methods? (M)
----	--

(READ OUT - MULTIPLE ANSWERS POSSIBLE)
--

The Internet	1,
Over the phone	2,
By post (N)	3,
Over the counter at a travel agency (M)	4,
Through someone you know	5,
Over the counter of a transportation company (airline company, railway company etc...)	6,
On-site (place of holidays)	7,
Other (DO NOT READ OUT)	8,
DK/NA	9,

FL 334 Q9 MODIFIED TREND

ASK ALL

PROG Q8: ROTATE ITEMS 1 TO 7

PROG Q8: CODE 8 EXCLUSIVE

Q8	Which of the following would make you go back to the same place for a holiday?
----	--

(READ OUT - MAX. 3 ANSWERS)

The quality of the accommodation	1,
The natural features (landscape, weather conditions, etc) (M)	2,
The general level of prices	3,
How tourists are welcomed (e.g. child friendliness, customer care, "pets-welcomed" policy, etc...)	4,
The quality of activities/services available (transport, restaurants, leisure activities, etc) (N)	5,
Cultural and historical attractions (N)	6,
Accessible facilities for people with special needs (e.g. disabled, elderly, families with children) (N)	7,
I don't go back to the same place (DO NOT READ OUT) (N)	8,
Other (DO NOT READ OUT)	9,
DK/NA	10,

FL 334 Q10 STRONGLY MODIFIED TREND

ASK Q9 ONLY IF THE RESPONDENT SAYS THAT HE OR SHE STAYED AWAY FOR A MINIMUM OF FOUR CONSECUTIVE NIGHTS, Q2.1-5=1-5 FOR AT LEAST ONE ITEM, OTHERS GO TO Q10 (M)

Q9 Thinking about your main holiday in 2012, how satisfied were you with...? By 'main holiday' we mean the holiday that was the most important for you in 2012. (M)

(READ OUT - ONE ANSWER ONLY)

		Very satisfied	Fairly satisfied	Not very satisfied	Not at all satisfied	DK/NA
1	The quality of the accommodation	1	2	3	4	5
2	The natural features (landscape, weather conditions, etc) (M)	1	2	3	4	5
3	The general level of prices	1	2	3	4	5
4	How tourists are welcomed (e.g. child friendliness, customer care, "pets-welcomed" policy, etc)	1	2	3	4	5
5	The quality of activities/services available (transport, restaurants, leisure activities, etc) (N)	1	2	3	4	5
6	Accessible facilities for people with special needs (e.g. disabled, elderly, families with children) (N)	1	2	3	4	5

FL334 Q11 MODIFIED TREND

ASK ALL

PROG Q10: ROTATE ITEMS 1 TO 8

Q10 Of the following information sources, which do you consider to be the most important when you make a decision about your travel plans? (M)

(READ OUT - MAX. 3 ANSWERS)

Personal experience	1,
Recommendations of friends, colleagues or relatives	2,
Paid for guidebooks and magazines	3,
Free catalogues, brochures	4,
Internet websites	5,
Social media sites	6,
Travel agencies / Tourism offices (M)	7,
Newspaper, radio, TV	8,
Other (DO NOT READ OUT)	9,
DK/NA	10,

FL 334 Q12 MODIFIED TREND

PROG Q11: ROTATE ITEMS 1 TO 3

PROG Q11: ITEMS 4 AND 5 EXCLUSIVE

Q11 In 2013, which of the following types of holidays do you plan to take? (M)

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Holidays with more than 13 consecutive nights away (M)	1,
Holidays between 4 and 13 consecutive nights away (M)	2,
Short-stay trip (up to 3 consecutive nights away) (M)	3,
No decisions yet (DO NOT READ OUT)	4,
No trip at all (DO NOT READ OUT)	5,
DK/NA	6,

FL334 Q13 MODIFIED TREND

ASK Q12A and Q12B ONLY IF RESPONDENT ANSWERS THAT HE OR SHE ENVISAGES TO TAKE A HOLIDAY IN 2013, Q11=1-3, OTHERS GO TO Q13 (M)

Q12A In which country do you plan to spend your main holiday in 2013? By 'main holiday' we mean the holiday that will be the most important for you in 2013.

(DO NOT READ OUT - ONE ANSWER ONLY)

IN YOUR COUNTRY	
In [OUR COUNTRY]	1
OUTSIDE YOUR COUNTRY IN THE EUROPEAN UNION	
Austria	2
Belgium	3
Bulgaria	4
Cyprus	5
Czech Republic	6
Denmark	7
Estonia	8
Finland	9
France	10
Germany	11
Greece	12
Hungary	13
Ireland	14
Italy	15
Latvia	16
Lithuania	17
Luxembourg	18
Malta	19
Netherlands	20
Poland	21
Portugal	22
Romania	23
Slovakia	24
Slovenia	25
Spain	26
Sweden	27
United Kingdom	28
IN ANOTHER COUNTRY OUTSIDE THE EUROPEAN UNION	
Croatia	29
India	30
Morocco	31
Thailand	32
Other	33
DK/NA	34

NEW

PROG Q12B: EXCLUDE ANSWER GIVEN AT Q12A FROM THE LIST (N)

Q12B	And in which other country or countries do you plan to take a holiday in 2013? (M)
------	--

(DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

IN YOUR COUNTRY	
In [OUR COUNTRY]	1,
OUTSIDE YOUR COUNTRY IN THE EUROPEAN UNION	
Austria	2,
Belgium	3,
Bulgaria	4,
Cyprus	5,
Czech Republic	6,
Denmark	7,
Estonia	8,
Finland	9,
France	10,
Germany	11,
Greece	12,
Hungary	13,
Ireland	14,
Italy	15,
Latvia	16,
Lithuania	17,
Luxembourg	18,
Malta	19,
Netherlands	20,
Poland	21,
Portugal	22,
Romania	23,
Slovakia	24,
Slovenia	25,
Spain	26,
Sweden	27,
United Kingdom	28,
IN ANOTHER COUNTRY OUTSIDE THE EUROPEAN UNION	
Croatia (N)	29,
India (N)	30,
Morocco (N)	31,
Thailand (N)	32,
Other (M)	33,
DK/NA	34,

FL334 Q14 MODIFIED TREND

ASK ALL

PROG Q13: 3 ANSWERS POSSIBLE EXCEPT IF 1, 5, 6 OR 7 THEN 1 ANSWER ONLY (M)

Q13 Has the current economic situation had an impact on your holiday plans for 2013? (M)

(READ OUT - MULTIPLE ANSWERS POSSIBLE EXCEPT FOR CODES 1, 5, 6 OR 7) (M)

No, it has not changed my holiday plans (M)	1,
Yes, I will go on holiday but I changed my destination (M)	2,
Yes, I will go on holiday but for a shorter period (M)	3,
Yes, I will go on holiday but I will spend less (M)	4,
Yes, and I will not go on holiday this year (M)	5,
I do not go on holidays (DO NOT READ OUT)	6,
I haven't yet planned my holiday for 2013 (DO NOT READ OUT) (M)	7,
DK/NA	8,

FL 334 Q15 MODIFIED TREND

Q14 If you would need to complain about any service provided during your holiday (transport, accommodation, leisure activities, etc), how would you prefer to do it?

(READ OUT - ONE ANSWER ONLY)

By filling in a paper complaint form	1
By filling in an online complaint form	2
By talking to the member of staff responsible for complaints	3
By phone	4
By a letter or email	5
I have no preference (DO NOT READ OUT)	6
DK/NA	7




































NEW

TABLES

Q1 Au cours de l'année 2012, combien de fois avez-vous voyagé et passé au moins une nuit en dehors de votre domicile pour des raisons privées ou professionnelles?

Q1 During 2012, how many times did you travel for business or private purposes, where you were away from home for a minimum of one night?




































Q1 Wie oft sind Sie im Jahr 2012 aus geschäftlichen oder privaten Gründen gereist, wobei Sie mindestens eine Nacht von zu Hause weg waren?

		N'ont pas voyagé en 2012		Ont voyagé en 2012		NSP/SR	
		Have not travelled at all in 2012		Have travelled in 2012		DK/NA	
		N'ont pas voyagé en 2012		Ont voyagé en 2012		Weiß nicht / Keine Angabe	
%		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
	EU 27	27	1	71	-1	2	0
	BE	32	-1	67	1	1	0
	BG	28	-4	66	5	6	-1
	CZ	29	2	70	0	1	-2
	DK	18	6	81	-6	1	0
	DE	20	2	79	-1	1	-1
	EE	31	9	67	-6	2	-3
	IE	15	1	85	-1	0	0
	EL	37	0	63	0	0	0
	ES	35	2	64	-2	1	0
	FR	22	1	75	1	3	-2
	IT	30	0	70	1	0	-1
	CY	27	0	73	0	0	0
	LV	37	0	62	0	1	0
	LT	40	10	54	-8	6	-2
	LU	17	-3	82	2	1	1
	HU	44	0	56	1	0	-1
	MT	41	-9	59	9	0	0
	NL	19	-2	80	2	1	0
	AT	16	-2	84	3	0	-1
	PL	30	3	67	-2	3	-1
	PT	42	2	52	-2	6	0
	RO	40	1	57	-1	3	0
	SI	17	1	82	-1	1	0
	SK	26	2	71	-1	3	-1
	FI	15	1	83	-1	2	0
	SE	10	-2	88	2	2	0
	UK	24	3	75	-2	1	-1
	HR	28	0	70	1	2	-1
	TR	49	1	42	-2	9	1
	MK	39	-10	58	7	3	3
	IS	7	-3	92	4	1	-1
	NO	8	1	91	1	1	-2
	RS	42	-16	58	16	0	0
	IL	28	-2	71	2	1	0

Q1T Au cours de l'année 2012, combien de fois avez-vous voyagé et passé au moins une nuit en dehors de votre domicile pour des raisons privées ou professionnelles?

Q1T During 2012, how many times did you travel for business or private purposes, where you were away from home for a minimum of one night?




































Q1T Wie oft sind Sie im Jahr 2012 aus geschäftlichen oder privaten Gründen gereist, wobei Sie mindestens eine Nacht von zu Hause weg waren?

		Aucune		1		2		3		4 ou 5 fois	
		None		1		2		3		4 or 5 times	
		Keine		1		2		3		4 ou 5 fois	
%		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
 EU 27		27	1	14	-1	13	0	10	0	13	0
 BE		32	-1	20	2	17	3	9	-3	10	0
 BG		28	-4	9	-1	9	2	9	1	12	4
 CZ		29	2	13	2	8	-2	10	3	10	-1
 DK		18	6	18	3	20	5	13	-1	13	-4
 DE		20	2	15	-1	15	-1	14	1	19	3
 EE		31	9	15	4	11	1	9	-1	10	0
 IE		15	1	17	2	16	-2	14	-1	16	0
 EL		37	0	15	0	12	1	8	0	11	1
 ES		35	2	14	1	12	-2	10	2	10	-1
 FR		22	1	13	-1	10	0	9	0	10	-1
 IT		30	-1	19	-2	16	2	9	-1	11	0
 CY		27	0	23	1	19	2	10	-2	9	-3
 LV		37	0	15	1	9	-2	8	-1	12	2
 LT		40	10	10	-1	8	1	6	-2	10	0
 LU		17	-3	22	4	16	1	13	1	14	0
 HU		44	0	13	0	9	-1	9	0	9	1
 MT		41	-9	26	-1	14	1	7	3	8	4
 NL		19	-2	16	-1	14	0	15	3	17	-1
 AT		16	-2	14	-2	18	3	13	-2	16	1
 PL		30	3	11	-1	9	0	7	-1	12	0
 PT		43	3	14	0	9	-1	7	0	7	-1
 RO		40	2	13	1	10	2	8	0	9	-1
 SI		17	1	16	-1	14	2	16	4	16	-1
 SK		26	2	10	-1	8	1	7	2	12	2
 FI		15	1	12	4	14	4	8	-2	18	3
 SE		10	-2	9	-2	12	2	9	-2	18	2
 UK		24	3	14	0	14	0	12	0	15	-1
 HR		28	0	15	3	12	2	9	0	13	-2
 TR		49	1	11	-1	10	1	7	0	6	0
 MK		39	-10	14	-2	11	3	7	0	8	1
 IS		7	-3	15	1	14	-3	14	-1	19	1
 NO		8	2	6	0	10	-5	11	0	20	3
 RS		42	-16	15	2	10	2	8	2	8	1
 IL		28	-2	22	3	19	6	8	-3	11	0

Q1T Au cours de l'année 2012, combien de fois avez-vous voyagé et passé au moins une nuit en dehors de votre domicile pour des raisons privées ou professionnelles?

Q1T During 2012, how many times did you travel for business or private purposes, where you were away from home for a minimum of one night?

Q1T Wie oft sind Sie im Jahr 2012 aus geschäftlichen oder privaten Gründen gereist, wobei Sie mindestens eine Nacht von zu Hause weg waren?

		6 à 10 fois		Plus que 10 fois		NSP/SR		Au moins une fois	
		6 to 10 times		More than 10 times		DK/NA		At least once	
		6 bis 10 mal		Plus que 10 fois		Weiß nicht / Keine Angabe		Au moins une fois	
%		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
	EU 27	11	0	10	-1	2	0	72	0
	BE	6	0	5	0	2	1	67	1
	BG	13	0	14	-1	6	-1	66	5
	CZ	10	-2	19	-2	1	-2	70	-1
	DK	11	-5	6	-4	1	0	81	-6
	DE	10	-1	6	-2	1	-1	79	-1
	EE	10	-2	12	-8	2	-3	67	-6
	IE	14	1	7	-2	1	1	85	0
	EL	9	-1	8	-1	0	0	63	0
	ES	9	0	8	-2	1	0	64	-2
	FR	13	-1	21	5	3	-2	75	1
	IT	8	0	7	2	0	-1	70	1
	CY	6	0	7	2	0	0	73	0
	LV	10	2	8	-2	1	0	62	0
	LT	9	-2	11	-5	6	-2	54	-8
	LU	10	-1	7	-3	1	1	82	2
	HU	7	0	8	-1	0	-1	56	0
	MT	2	0	2	2	0	0	58	8
	NL	10	0	8	0	1	0	80	2
	AT	12	0	10	0	0	-1	83	2
	PL	12	-1	16	2	3	-1	67	-2
	PT	7	-1	9	1	6	0	52	-2
	RO	9	-2	8	-1	3	0	57	-1
	SI	13	1	7	-5	1	0	82	-1
	SK	12	-5	22	0	3	-1	71	-1
	FI	16	-2	15	-7	3	1	83	0
	SE	20	0	20	1	2	0	88	2
	UK	13	1	8	-2	1	-1	75	-2
	HR	12	0	9	-2	2	-1	69	0
	TR	4	0	3	-3	9	1	42	-2
	MK	11	4	6	0	3	3	58	7
	IS	17	1	14	6	1	-1	92	4
	NO	24	1	20	2	1	-2	91	1
	RS	9	6	7	2	0	0	58	16
	IL	5	-3	6	-1	1	-1	71	2

Q2.1 En ce qui concerne uniquement vos vacances personnelles, combien de fois avez-vous séjourné pour un minimum de quatre nuits consécutives dans l'un des types d'hébergement suivants ?




































Dans un hébergement payant (hôtel, maison ou appartement de location, etc...)

Q2.1 Thinking only about your personal holidays, how many times did you stay for a minimum of four consecutive nights in the following types of accommodation?

In paid accommodation (hotel/ rented apartment/house etc....)

Q2.1 Denken Sie jetzt bitte ausschließlich an Ihre privaten Urlaubsreisen: Wie oft haben Sie mindestens vier aufeinanderfolgende Nächte in folgenden Unterkünften verbracht?

In einer bezahlten Unterkunft (Hotel/Pension/Ferienhaus etc.)

		1		2		3		4		5 fois ou plus	
		1		2		3		4		5 times or more	
		1		2		3		4		5-mal oder mehr	
%		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
 EU 27		29	0	18	4	9	2	5	1	8	2
 BE		34	1	23	8	8	-2	4	0	9	3
 BG		25	3	15	6	4	-2	3	-1	6	2
 CZ		28	0	18	5	8	3	4	2	9	1
 DK		31	-3	21	3	9	1	4	0	5	1
 DE		29	0	23	3	11	1	7	3	9	2
 EE		22	5	7	-1	3	-1	3	1	5	0
 IE		35	3	22	5	10	2	6	2	7	1
 EL		28	4	9	0	6	2	2	0	6	1
 ES		28	0	17	4	7	0	5	2	9	1
 FR		28	1	16	2	7	2	4	1	8	2
 IT		35	5	16	6	7	2	4	2	5	2
 CY		35	7	19	6	6	2	3	0	8	1
 LV		17	0	11	4	2	-3	2	-1	6	-2
 LT		20	1	16	8	7	3	3	1	4	0
 LU		30	4	19	0	13	4	5	3	10	3
 HU		26	3	12	4	4	0	3	2	5	-2
 MT		37	0	14	-2	6	3	4	2	6	1
 NL		33	-3	23	5	13	2	5	0	6	3
 AT		30	2	23	4	12	4	8	2	8	1
 PL		21	-2	13	1	8	4	5	1	11	4
 PT		32	2	11	3	6	2	4	0	8	-1
 RO		29	3	18	8	7	2	3	1	5	0
 SI		38	3	18	0	9	1	5	1	7	1
 SK		28	2	15	3	8	3	3	1	8	-1
 FI		30	5	13	0	6	1	5	4	5	0
 SE		29	2	19	5	8	1	4	0	7	1
 UK		27	-7	21	5	11	3	7	2	7	1
 HR		23	1	11	4	5	2	2	-1	3	-2
 TR		17	3	6	-2	5	-1	2	-2	8	-1
 MK		28	-4	15	1	4	1	3	1	8	3
 IS		32	6	15	4	7	2	3	2	5	2
 NO		29	4	26	6	12	1	7	2	6	1
 RS		33	10	12	7	5	2	2	1	5	-2
 IL		33	11	21	9	6	2	6	1	4	-1




































Q2.1 En ce qui concerne uniquement vos vacances personnelles, combien de fois avez-vous séjourné pour un minimum de quatre nuits consécutives dans l'un des types d'hébergement suivants ?
Dans un hébergement payant (hôtel, maison ou appartement de location, etc...)

Q2.1 Thinking only about your personal holidays, how many times did you stay for a minimum of four consecutive nights in the following types of accommodation?

In paid accommodation (hotel/ rented apartment/house etc....)

Q2.1 Denken Sie jetzt bitte ausschließlich an Ihre privaten Urlaubsreisen: Wie oft haben Sie mindestens vier aufeinanderfolgende Nächte in folgenden Unterkünften verbracht?

In einer bezahlten Unterkunft (Hotel/Pension/Ferienhaus etc.)

%		Aucune/ zéro None/ zero Nie/Null		NSP/SR DK/NA Weiß nicht / Keine Angabe		Au moins une fois At least once Au moins une fois	
		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
	EU 27	31	-9	0	0	69	9
	BE	21	-11	1	1	78	10
	BG	47	-8	0	0	53	8
	CZ	33	-11	0	0	67	11
	DK	29	-3	1	1	70	2
	DE	21	-9	0	0	79	9
	EE	59	-4	1	0	40	4
	IE	20	-13	0	0	80	13
	EL	49	-7	0	0	51	7
	ES	34	-7	0	0	66	7
	FR	37	-7	0	-1	63	8
	IT	32	-17	1	0	67	17
	CY	29	-16	0	0	71	16
	LV	61	1	1	1	38	-2
	LT	49	-13	1	0	50	13
	LU	23	-10	0	-4	77	14
	HU	50	-7	0	0	50	7
	MT	32	-5	1	1	67	4
	NL	20	-7	0	0	80	7
	AT	19	-13	0	0	81	13
	PL	42	-7	0	-1	58	8
	PT	39	-5	0	-1	61	6
	RO	38	-14	0	0	62	14
	SI	23	-6	0	0	77	6
	SK	37	-8	1	0	62	8
	FI	41	-9	0	-1	59	10
	SE	32	-9	1	0	67	9
	UK	27	-4	0	0	73	4
	HR	56	-4	0	0	44	4
	TR	62	3	0	0	38	-3
	MK	42	-1	0	-1	58	2
	IS	37	-17	1	1	62	16
	NO	19	-15	1	1	80	14
	RS	43	-17	0	-1	57	18
	IL	30	-15	0	-7	70	22




































Q2.2 En ce qui concerne uniquement vos vacances personnelles, combien de fois avez-vous séjourné pour un minimum de quatre nuits consécutives dans l'un des types d'hébergement suivants ?
Dans votre résidence secondaire/un logement qui vous appartient

Q2.2 Thinking only about your personal holidays, how many times did you stay for a minimum of four consecutive nights in the following types of accommodation?

In own property/ second home

Q2.2 Denken Sie jetzt bitte ausschließlich an Ihre privaten Urlaubsreisen: Wie oft haben Sie mindestens vier aufeinanderfolgende Nächte in folgenden Unterkünften verbracht?




































Im eigenen Ferienhaus/der eigenen Ferienwohnung

		1		2		3		4		5 fois ou plus	
		1		2		3		4		5 times or more	
		1		2		3		4		5-mal oder mehr	
%		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
 EU 27		8	2	4	0	2	0	2	1	7	1
 BE		8	4	4	2	2	1	1	0	4	0
 BG		8	4	5	1	4	1	2	1	18	-1
 CZ		10	4	8	2	5	2	2	0	19	1
 DK		10	-1	4	1	2	1	1	0	4	0
 DE		9	1	3	1	1	0	1	0	2	0
 EE		5	2	4	-1	2	1	3	2	16	2
 IE		6	2	2	-1	2	1	1	0	5	3
 EL		15	0	8	1	3	1	4	2	13	1
 ES		9	1	6	1	3	0	3	1	14	1
 FR		5	1	2	-2	2	0	2	1	8	1
 IT		13	5	4	1	2	1	2	1	5	1
 CY		8	1	3	-1	2	0	1	0	10	4
 LV		3	0	6	1	4	2	2	1	13	-6
 LT		10	5	6	4	3	1	3	1	11	5
 LU		12	4	3	-3	2	0	2	1	5	2
 HU		6	4	4	3	1	0	2	2	8	4
 MT		7	5	1	-1	1	1	0	0	3	1
 NL		3	-1	2	1	1	0	1	0	3	-1
 AT		6	0	2	0	0	-1	1	0	3	0
 PL		5	1	4	1	3	1	3	1	15	6
 PT		13	5	6	1	6	3	2	-1	11	1
 RO		5	1	3	0	2	0	2	0	8	0
 SI		11	4	4	1	2	1	0	0	7	-1
 SK		12	1	9	3	4	1	3	1	16	0
 FI		7	0	5	1	4	2	2	0	13	1
 SE		12	3	6	2	5	1	3	0	11	-2
 UK		6	0	3	-1	1	0	1	-1	3	1
 HR		11	1	8	5	6	2	2	-1	9	-5
 TR		10	3	5	0	3	-1	2	0	11	-1
 MK		9	2	4	3	2	1	2	1	8	2
 IS		9	3	4	1	3	1	1	0	10	5
 NO		12	0	10	3	5	-1	6	0	19	4
 RS		10	7	6	5	1	-1	2	1	9	4
 IL		3	1	1	-1	0	-1	1	1	3	0

Q2.2 En ce qui concerne uniquement vos vacances personnelles, combien de fois avez-vous séjourné pour un minimum de quatre nuits consécutives dans l'un des types d'hébergement suivants ?
Dans votre résidence secondaire/Un logement qui vous appartient

Q2.2 Thinking only about your personal holidays, how many times did you stay for a minimum of four consecutive nights in the following types of accommodation?
In own property/ second home




































Q2.2 Denken Sie jetzt bitte ausschließlich an Ihre privaten Urlaubsreisen: Wie oft haben Sie mindestens vier aufeinanderfolgende Nächte in folgenden Unterkünften verbracht?
Im eigenen Ferienhaus/der eigenen Ferienwohnung

%		Aucune/ zéro None/ zero Nie/Null		NSP/SR DK/NA Weiß nicht / Keine Angabe		Au moins une fois At least once Au moins une fois	
		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
	EU 27	76	-4	1	0	23	4
	BE	81	-7	0	0	19	7
	BG	62	-6	1	0	37	6
	CZ	55	-10	1	1	44	9
	DK	78	0	1	-1	21	1
	DE	84	-2	0	0	16	2
	EE	69	-5	1	-1	30	6
	IE	82	-6	2	1	16	5
	EL	56	-6	1	1	43	5
	ES	64	-5	1	1	35	4
	FR	80	-1	1	0	19	1
	IT	72	-11	2	2	26	9
	CY	75	-5	1	1	24	4
	LV	71	1	1	1	28	-2
	LT	65	-16	2	0	33	16
	LU	75	-1	1	-3	24	4
	HU	79	-12	0	-1	21	13
	MT	87	-6	1	0	12	6
	NL	90	2	0	-1	10	-1
	AT	88	1	0	0	12	-1
	PL	69	-10	1	0	30	10
	PT	61	-8	1	-1	38	9
	RO	79	-1	1	0	20	1
	SI	76	-5	0	0	24	5
	SK	54	-6	2	0	44	6
	FI	67	-4	2	0	31	4
	SE	62	-4	1	0	37	4
	UK	85	1	1	0	14	-1
	HR	63	-3	1	1	36	2
	TR	67	-2	2	1	31	1
	MK	75	-8	0	-1	25	9
	IS	71	-11	2	1	27	10
	NO	46	-7	2	1	52	6
	RS	72	-16	0	0	28	16
	IL	90	7	2	-7	8	0

Q2.3 En ce qui concerne uniquement vos vacances personnelles, combien de fois avez-vous séjourné pour un minimum de quatre nuits consécutives dans l'un des types d'hébergement suivants ?
Chez des amis ou des membres de votre famille

Q2.3 Thinking only about your personal holidays, how many times did you stay for a minimum of four consecutive nights in the following types of accommodation?
At friends or relatives

Q2.3 Denken Sie jetzt bitte ausschließlich an Ihre privaten Urlaubsreisen: Wie oft haben Sie mindestens vier aufeinanderfolgende Nächte in folgenden Unterkünften verbracht?
Bei Freunden oder Verwandten

		1		2		3		4		5 fois ou plus	
		1		2		3		4		5 times or more	
		1		2		3		4		5-mal oder mehr	
%		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
	EU 27	16	3	10	3	6	2	3	1	11	3
	BE	19	8	7	3	3	0	1	0	6	0
	BG	12	4	11	4	8	3	4	-1	17	6
	CZ	15	5	11	4	6	2	4	1	15	0
	DK	14	4	7	3	2	0	2	0	5	1
	DE	14	4	8	2	6	3	3	1	6	2
	EE	15	9	16	10	4	1	2	1	13	2
	IE	17	2	11	5	4	2	4	2	8	5
	EL	17	4	10	4	7	4	3	1	9	3
	ES	15	1	10	1	6	2	3	0	12	4
	FR	18	1	15	4	7	1	5	1	20	3
	IT	18	5	8	3	3	1	2	1	5	2
	CY	20	9	7	3	4	2	3	2	7	2
	LV	13	3	10	3	11	6	4	0	18	4
	LT	12	2	12	3	9	6	2	-1	20	10
	LU	20	8	10	0	5	1	3	2	9	6
	HU	16	6	8	1	4	1	4	1	12	4
	MT	11	-3	4	2	2	0	0	0	2	1
	NL	14	1	6	2	2	0	1	0	5	-1
	AT	14	4	6	2	5	2	1	0	5	2
	PL	13	0	12	4	8	1	4	0	22	7
	PT	19	5	10	2	5	1	4	1	14	5
	RO	15	5	10	2	7	1	3	-1	14	2
	SI	20	7	8	6	4	0	1	0	3	-3
	SK	15	6	10	2	9	4	4	0	16	-2
	FI	12	1	9	4	6	2	2	0	9	3
	SE	20	4	13	4	7	1	4	1	10	2
	UK	17	4	9	0	6	3	3	0	9	3
	HR	22	5	13	3	7	3	2	-2	9	-2
	TR	13	1	14	5	9	3	3	0	14	-2
	MK	19	7	10	5	6	2	3	1	11	7
	IS	23	5	13	3	8	3	3	2	11	4
	NO	18	4	12	3	11	6	4	0	10	3
	RS	15	5	11	6	7	6	3	1	15	8
	IL	10	2	3	-4	2	1	1	0	4	-1

Q2.3 En ce qui concerne uniquement vos vacances personnelles, combien de fois avez-vous séjourné pour un minimum de quatre nuits consécutives dans l'un des types d'hébergement suivants ?




































Chez des amis ou des membres de votre famille

Q2.3 Thinking only about your personal holidays, how many times did you stay for a minimum of four consecutive nights in the following types of accommodation?

At friends or relatives

Q2.3 Denken Sie jetzt bitte ausschließlich an Ihre privaten Urlaubsreisen: Wie oft haben Sie mindestens vier aufeinanderfolgende Nächte in folgenden Unterkünften verbracht?

Bei Freunden oder Verwandten

%		Aucune/ zéro		NSP/SR		Au moins une fois	
		None/ zero		DK/NA		At least once	
		Nie/Null		Weiß nicht / Keine Angabe		Au moins une fois	
		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
	EU 27	54	-11	0	-1	46	12
	BE	64	-10	0	-1	36	11
	BG	47	-16	1	0	52	16
	CZ	48	-13	1	1	51	12
	DK	69	-8	1	0	30	8
	DE	62	-13	1	1	37	12
	EE	50	-22	0	-1	50	23
	IE	55	-17	1	1	44	16
	EL	54	-16	0	0	46	16
	ES	54	-8	0	0	46	8
	FR	34	-10	1	0	65	10
	IT	63	-13	1	1	36	12
	CY	58	-19	1	1	41	18
	LV	44	-16	0	0	56	16
	LT	44	-19	1	-1	55	20
	LU	53	-13	0	-4	47	17
	HU	55	-14	1	1	44	13
	MT	80	-1	1	1	19	0
	NL	72	-2	0	0	28	2
	AT	69	-10	0	0	31	10
	PL	40	-13	1	1	59	12
	PT	48	-14	0	0	52	14
	RO	50	-10	1	1	49	9
	SI	63	-11	1	1	36	10
	SK	45	-10	1	0	54	10
	FI	61	-10	1	0	38	10
	SE	46	-11	0	-1	54	12
	UK	55	-10	1	0	44	10
	HR	47	-7	0	0	53	7
	TR	46	-6	1	-1	53	7
	MK	51	-22	0	0	49	22
	IS	40	-18	2	1	58	17
	NO	45	-14	0	-2	55	16
	RS	49	-26	0	0	51	26
	IL	79	8	1	-6	20	-2

Q2.4 En ce qui concerne uniquement vos vacances personnelles, combien de fois avez-vous séjourné pour un minimum de quatre nuits consécutives dans l'un des types d'hébergement suivants ?




































Dans un camping

Q2.4 Thinking only about your personal holidays, how many times did you stay for a minimum of four consecutive nights in the following types of accommodation?

On a camping site

Q2.4 Denken Sie jetzt bitte ausschließlich an Ihre privaten Urlaubsreisen: Wie oft haben Sie mindestens vier aufeinanderfolgende Nächte in folgenden Unterkünften verbracht?

Auf einem Campingplatz

		1		2		3		4		5 fois ou plus	
		1		2		3		4		5 times or more	
		1		2		3		4		5-mal oder mehr	
%		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
	EU 27	8	1	2	0	1	0	1	1	2	1
	BE	12	5	2	1	0	-1	1	1	3	1
	BG	7	3	2	1	1	1	1	1	1	-1
	CZ	12	4	4	2	1	0	0	0	3	1
	DK	11	3	1	-1	1	1	1	1	1	-1
	DE	7	2	2	1	1	0	0	0	1	-1
	EE	10	10	2	1	2	1	1	0	1	1
	IE	7	3	0	-1	1	0	0	0	1	0
	EL	7	2	1	1	0	0	0	0	2	2
	ES	6	3	1	0	0	-1	1	1	1	0
	FR	13	2	2	0	2	1	1	1	2	0
	IT	5	0	2	2	0	0	1	1	1	0
	CY	4	1	0	-1	1	1	1	0	0	0
	LV	6	3	5	5	1	-1	0	-1	1	0
	LT	5	-1	6	5	0	0	1	1	2	2
	LU	5	1	1	1	0	0	0	0	1	1
	HU	4	1	1	1	0	0	0	0	0	-1
	MT	4	1	0	-1	1	1	0	0	0	-2
	NL	18	1	6	0	3	1	1	0	2	0
	AT	8	5	1	0	0	-1	0	-1	1	0
	PL	6	1	2	1	0	0	0	0	1	0
	PT	5	-1	2	1	1	0	0	-1	3	1
	RO	8	3	4	1	2	1	1	0	2	1
	SI	13	4	3	0	1	0	0	-1	3	1
	SK	4	0	2	1	0	0	0	-1	1	-1
	FI	5	3	2	1	0	0	0	-1	1	0
	SE	5	1	2	2	1	0	0	0	2	0
	UK	10	1	3	1	1	1	0	-1	2	0
	HR	2	-3	1	1	0	0	0	0	0	0
	TR	6	1	3	2	1	0	0	0	2	-2
	MK	4	1	2	2	2	1	0	0	1	0
	IS	11	4	6	3	3	2	2	1	4	3
	NO	4	-2	2	2	0	0	0	0	1	-2
	RS	3	2	1	1	1	1	0	-1	0	0
	IL	4	1	1	-1	2	1	0	0	1	0

Q2.4 En ce qui concerne uniquement vos vacances personnelles, combien de fois avez-vous séjourné pour un minimum de quatre nuits consécutives dans l'un des types d'hébergement suivants ?




































Dans un camping

Q2.4 Thinking only about your personal holidays, how many times did you stay for a minimum of four consecutive nights in the following types of accommodation?

On a camping site

Q2.4 Denken Sie jetzt bitte ausschließlich an Ihre privaten Urlaubsreisen: Wie oft haben Sie mindestens vier aufeinanderfolgende Nächte in folgenden Unterkünften verbracht?




































Auf einem Campingplatz

%		Aucune/ zéro None/ zero Nie/Null		NSP/SR DK/NA Weiß nicht / Keine Angabe		Au moins une fois At least once Au moins une fois	
		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
		EU 27	86	-3	0	0	14
 EU 27	86	-3	0	0	14	3	
 BE	82	-6	0	-1	18	7	
 BG	88	-5	0	0	12	5	
 CZ	80	-7	0	0	20	7	
 DK	84	-3	1	0	15	3	
 DE	89	-2	0	0	11	2	
 EE	83	-14	1	1	16	13	
 IE	90	-3	1	1	9	2	
 EL	90	-5	0	0	10	5	
 ES	91	-3	0	0	9	3	
 FR	80	-4	0	0	20	4	
 IT	89	-5	2	2	9	3	
 CY	93	-2	1	1	6	1	
 LV	87	-6	0	0	13	6	
 LT	86	-6	0	-1	14	7	
 LU	93	2	0	-5	7	3	
 HU	95	-1	0	0	5	1	
 MT	95	1	0	0	5	-1	
 NL	70	-2	0	0	30	2	
 AT	90	-3	0	0	10	3	
 PL	91	-2	0	0	9	2	
 PT	89	1	0	-1	11	0	
 RO	82	-7	1	1	17	6	
 SI	79	-5	1	1	20	4	
 SK	92	0	1	1	7	-1	
 FI	92	-2	0	-1	8	3	
 SE	90	-2	0	-1	10	3	
 UK	84	-2	0	0	16	2	
 HR	97	3	0	-1	3	-2	
 TR	88	-1	0	0	12	1	
 MK	91	-4	0	0	9	4	
 IS	73	-14	1	1	26	13	
 NO	93	4	0	-2	7	-2	
 RS	95	-3	0	0	5	3	
 IL	92	7	0	-8	8	1	

Q2.5 En ce qui concerne uniquement vos vacances personnelles, combien de fois avez-vous séjourné pour un minimum de quatre nuits consécutives dans l'un des types d'hébergement suivants ?
Dans un autre type d'hébergement

Q2.5 Thinking only about your personal holidays, how many times did you stay for a minimum of four consecutive nights in the following types of accommodation?
In another type of accommodation




































Q2.5 Denken Sie jetzt bitte ausschließlich an Ihre privaten Urlaubsreisen: Wie oft haben Sie mindestens vier aufeinanderfolgende Nächte in folgenden Unterkünften verbracht?
In einer anderen Unterkunft

		1		2		3		4		5 fois ou plus 5 times or more 5-mal oder mehr	
		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
	EU 27	9	4	3	1	2	1	1	0	2	0
	BE	12	6	6	4	1	-1	1	0	2	0
	BG	6	1	3	1	2	1	1	0	1	-2
	CZ	9	2	6	3	1	0	1	1	3	-1
	DK	8	3	3	2	1	0	1	1	1	0
	DE	10	3	3	0	3	2	1	0	2	0
	EE	4	2	2	1	1	0	0	0	2	1
	IE	8	3	3	2	0	0	1	1	2	1
	EL	2	0	2	1	1	1	0	0	1	1
	ES	5	2	3	1	2	1	0	0	3	2
	FR	11	6	4	1	1	0	1	0	3	1
	IT	8	4	2	1	1	1	1	1	1	0
	CY	5	3	1	0	0	0	1	1	0	0
	LV	6	2	4	3	2	2	0	0	3	-2
	LT	4	-3	2	1	2	2	1	1	2	1
	LU	7	2	4	3	0	-2	1	1	2	1
	HU	6	3	2	1	0	-1	1	0	3	2
	MT	5	-2	2	1	1	1	0	-1	1	0
	NL	11	4	4	2	2	1	0	-1	3	2
	AT	8	3	3	1	1	0	0	-1	1	0
	PL	9	3	4	2	2	1	1	0	5	2
	PT	6	3	2	0	1	0	1	0	2	0
	RO	6	1	5	3	3	2	1	1	3	0
	SI	6	2	2	0	0	-1	0	0	2	0
	SK	9	3	5	2	2	1	1	0	4	0
	FI	6	1	3	1	1	1	1	1	3	2
	SE	9	5	3	1	2	1	0	-1	2	0
	UK	9	3	4	1	2	1	1	0	1	0
	HR	6	3	2	0	2	1	0	0	2	0
	TR	7	2	3	0	1	-2	1	1	1	-1
	MK	5	3	2	1	1	1	0	0	2	1
	IS	8	6	4	3	1	-1	1	1	2	1
	NO	9	0	3	0	3	2	1	0	4	2
	RS	3	0	1	1	2	2	0	0	1	0
	IL	7	1	6	3	2	1	0	0	3	-1

Q2.5 En ce qui concerne uniquement vos vacances personnelles, combien de fois avez-vous séjourné pour un minimum de quatre nuits consécutives dans l'un des types d'hébergement suivants ?
Dans un autre type d'hébergement

Q2.5 Thinking only about your personal holidays, how many times did you stay for a minimum of four consecutive nights in the following types of accommodation?
In another type of accommodation

Q2.5 Denken Sie jetzt bitte ausschließlich an Ihre privaten Urlaubsreisen: Wie oft haben Sie mindestens vier aufeinanderfolgende Nächte in folgenden Unterkünften verbracht?
In einer anderen Unterkunft

%		Aucune/ zéro None/ zero Nie/Null		NSP/SR DK/NA Weiß nicht / Keine Angabe		Au moins une fois At least once Au moins une fois	
		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
	EU 27	82	-7	1	1	17	6
	BE	77	-9	1	0	22	9
	BG	86	-1	1	0	13	1
	CZ	79	-6	1	1	20	5
	DK	85	-6	1	0	14	6
	DE	79	-6	2	1	19	5
	EE	88	-5	3	1	9	4
	IE	85	-8	1	1	14	7
	EL	94	-3	0	0	6	3
	ES	87	-6	0	0	13	6
	FR	80	-7	0	-1	20	8
	IT	85	-9	2	2	13	7
	CY	92	-5	1	1	7	4
	LV	84	-6	1	1	15	5
	LT	87	-2	2	0	11	2
	LU	86	-1	0	-4	14	5
	HU	88	-5	0	0	12	5
	MT	90	0	1	1	9	-1
	NL	79	-9	1	1	20	8
	AT	87	-3	0	0	13	3
	PL	77	-9	2	1	21	8
	PT	88	-2	0	-1	12	3
	RO	81	-8	1	1	18	7
	SI	89	-2	1	1	10	1
	SK	78	-6	1	0	21	6
	FI	86	-4	0	-2	14	6
	SE	83	-6	1	0	16	6
	UK	83	-5	0	0	17	5
	HR	88	-3	0	-1	12	4
	TR	86	-1	1	1	13	0
	MK	90	-6	0	0	10	6
	IS	82	-11	2	1	16	10
	NO	79	-3	1	-1	20	4
	RS	93	0	0	-3	7	3
	IL	82	5	0	-9	18	4

Q3 Quelle est la principale raison pour laquelle vous n'êtes pas parti(e) en vacances en 2012?

Q3 What was the main reason why you did not go on holiday in 2012?




































Q3 Welches war der Hauptgrund dafür, dass Sie 2012 nicht in Urlaub gefahren sind?

%		Raisons personnelles /privées		Raisons financières		Raisons professionnelles/ liées à la carrière		Manque de temps		Craintes concernant la sécurité des services touristiques (par ex. sécurité de l'hôtel, sécurité incendie, transport)	
		Personal/private reasons		Financial reasons		Job/career related reasons		Lack of time		Concerns about safety of tourism services (e.g. hotel safety, fire safety, transport)	
		Persönliche/private Gründe		Finanzielle Gründe		Berufliche Gründe		Zeitmangel		Bedenken hinsichtlich der Sicherheit von touristischen Einrichtungen (z.B. Sicherheit im Hotel, Brandsicherheit, Transport)	
		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	
	EU 27	23	0	46	1	7	6	-3	0	0	
	BE	26	0	29	-1	9	6	0	0	-1	
	BG	11	-1	73	2	3	3	-2	0	0	
	CZ	27	4	36	-6	11	9	-8	0	-1	
	DK	30	-6	25	8	5	7	-5	0	0	
	DE	42	5	26	2	6	10	-7	1	1	
	EE	22	-3	40	4	6	6	-7	0	0	
	IE	16	4	48	-14	6	5	-1	0	0	
	EL	11	-1	72	2	5	5	-2	0	0	
	ES	14	-6	56	3	7	3	-5	0	0	
	FR	24	2	40	2	11	3	-6	0	-1	
	IT	27	-2	50	4	7	3	-4	0	0	
	CY	19	-7	56	4	5	8	4	0	-3	
	LV	17	4	46	0	10	11	-1	0	-2	
	LT	18	-7	45	8	10	4	-4	0	0	
	LU	40	15	25	-5	7	8	-5	3	1	
	HU	17	5	58	-8	9	5	-3	0	-1	
	MT	20	4	45	-1	9	5	-1	0	-1	
	NL	30	-1	34	2	4	5	-2	0	0	
	AT	26	-11	21	6	15	11	-3	1	1	
	PL	17	0	50	-1	7	11	-1	0	-1	
	PT	13	3	61	1	8	4	-2	0	0	
	RO	17	2	60	-2	6	7	-3	0	-1	
	SI	16	-18	55	18	4	5	-8	0	0	
	SK	21	-3	50	-1	5	6	-2	0	-1	
	FI	23	0	21	1	8	11	-3	0	-1	
	SE	31	0	15	-9	3	8	1	1	0	
	UK	21	2	47	8	5	7	0	0	-1	
	HR	23	2	56	1	4	0	-8	0	0	
	TR	18	1	38	-3	13	11	-8	0	0	
	MK	21	0	58	-1	8	4	-4	0	0	
	IS	15	4	41	10	5	13	0	0	0	
	NO	35	10	14	-15	24	3	-9	0	-3	
	RS	32	-8	49	2	8	6	1	0	0	
	IL	28	0	36	4	6	8	-1	1	0	

Q3 Quelle est la principale raison pour laquelle vous n'êtes pas parti(e) en vacances en 2012?

Q3 What was the main reason why you did not go on holiday in 2012?




































Q3 Welches war der Hauptgrund dafür, dass Sie 2012 nicht in Urlaub gefahren sind?

		Vous avez préféré rester à la maison ou avec la famille/les amis		Problèmes d'accessibilité des moyens de transport ou d'hébergement Problems of accessibility of transport or accommodation Probleme bezüglich der Verfügbarkeit von Verkehrsmitteln oder einer Unterkunft		Vous n'aviez pas envie de partir en vacances en 2012 (NE PAS LIRE)		Autre (NE PAS LIRE)		NSP/SR	
		Preferred to stay at home or with family / friends				You did not want to go on holiday in 2012 (DO NOT READ OUT)		Other (DO NOT READ OUT)		DK/NA	
		Ich habe es vorgezogen, zu Hause zu bleiben oder bei der Familie / bei Freunden				Sie wollten 2012 nicht in Urlaub fahren (NICHT VORLESEN)		Andere (NICHT VORLESEN)		Weiß nicht / Keine Angabe	
%		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
 EU 27		9	-2	1	0	3	-1	4	-2	1	0
 BE		13	-7	0	-2	7	0	9	2	1	0
 BG		5	0	1	1	1	-1	3	-2	0	0
 CZ		9	-3	0	-1	2	1	5	2	1	1
 DK		17	-1	1	1	7	1	5	-4	3	1
 DE		7	-3	0	0	2	-3	5	-1	1	0
 EE		12	4	0	0	8	2	4	-8	2	2
 IE		15	8	0	-2	4	2	4	-5	2	2
 EL		4	-1	0	-1	1	0	2	-2	0	0
 ES		13	3	1	0	1	0	4	-3	1	1
 FR		10	-3	1	0	5	-2	5	-3	1	0
 IT		7	-2	0	0	3	-2	2	-1	1	0
 CY		4	-1	1	1	1	-2	4	-2	2	1
 LV		10	-7	0	-1	4	0	2	-3	0	0
 LT		10	-5	0	0	3	3	8	-7	2	2
 LU		8	-3	2	0	3	-1	3	-7	1	-2
 HU		4	-3	0	-1	2	0	4	1	1	1
 MT		8	-2	1	1	8	-4	3	-5	1	0
 NL		10	-2	1	-1	9	-1	6	1	1	0
 AT		13	-4	0	0	3	-3	8	-1	2	0
 PL		7	-2	1	1	2	0	5	-3	0	0
 PT		10	-1	0	0	2	-1	2	-8	0	0
 RO		7	0	0	0	1	0	1	-2	1	0
 SI		10	4	1	1	1	-3	7	2	1	0
 SK		11	3	0	0	2	1	3	-1	2	-1
 FI		20	-4	1	1	7	-4	4	1	5	1
 SE		16	1	1	0	5	-7	14	7	6	4
 UK		10	-4	2	-2	3	-1	5	-6	0	-1
 HR		7	-1	0	0	2	1	8	3	0	-2
 TR		16	2	0	-1	1	-1	3	-3	0	0
 MK		6	0	0	0	2	-1	1	-1	0	-1
 IS		5	-11	4	2	2	-4	5	-11	10	5
 NO		8	-12	0	0	11	10	4	-4	1	-1
 RS		2	-1	0	0	2	1	1	-1	0	-2
 IL		9	-3	0	-1	2	-4	8	1	2	-2

Q4A Dans quel pays êtes-vous parti(e) pour vos principales vacances en 2012 ? Par "principales vacances", nous pensons aux vacances qui ont été les plus importantes pour vous en 2012. (NE PAS LIRE)

Q4A To which country did you go for your main holiday in 2012? By 'main holiday' we mean the holiday that was the most important for you in 2012. (DO NOT READ OUT)




































Q4A In welchem Land haben Sie 2012 Ihren Haupturlaub verbracht? Mit 'Haupturlaub' meinen wir den Urlaub, der für Sie im Jahr 2012 am wichtigsten war. (NICHT VORLESEN)

		En [NOTRE PAYS]	Autriche	Belgique	Bulgarie	Chypre	République tchèque	Danemark	Estonie
		In [OUR COUNTRY]	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia
		In [UNSEREM LAND]	Österreich	Belgien	Bulgarien	Zypern	Tschechische Republik	Dänemark	Estland
%		Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370
	EU 27	47	2	1	1	0	0	0	0
	BE	9	2	0	0	0	0	0	0
	BG	75	0	0	0	0	0	0	0
	CZ	32	4	0	2	0	0	0	0
	DK	23	2	0	1	0	1	0	0
	DE	32	5	0	0	0	0	2	0
	EE	38	1	0	0	0	0	1	0
	IE	19	0	0	0	1	0	0	0
	EL	82	1	1	2	1	0	0	0
	ES	66	0	1	0	0	0	0	0
	FR	59	0	0	0	0	0	0	0
	IT	73	1	0	0	0	0	0	0
	CY	25	2	0	2	0	1	0	0
	LV	38	1	0	1	0	1	0	5
	LT	41	1	0	1	0	0	1	1
	LU	1	3	4	0	0	0	1	0
	HU	58	2	0	1	0	1	0	0
	MT	13	1	2	1	2	0	0	0
	NL	21	2	2	0	0	1	0	0
	AT	26	0	0	0	0	0	0	0
	PL	55	1	1	1	0	1	0	0
	PT	62	0	1	0	0	0	0	0
	RO	59	2	1	4	0	0	0	0
	SI	21	0	0	0	0	0	0	0
	SK	35	2	0	2	0	6	0	0
	FI	33	0	1	0	1	0	0	7
	SE	34	0	0	0	1	0	2	0
	UK	28	0	1	0	2	0	0	0
	HR	67	2	0	0	0	0	0	0
	TR	77	0	0	0	1	0	0	0
	MK	37	2	1	5	1	0	0	0
	IS	36	1	1	0	0	0	8	0
	NO	27	1	1	1	1	0	5	0
	RS	35	3	0	0	0	0	0	0
	IL	25	2	2	1	0	2	0	0

Q4A Dans quel pays êtes-vous parti(e) pour vos principales vacances en 2012 ? Par "principales vacances", nous pensons aux vacances qui ont été les plus importantes pour vous en 2012. (NE PAS LIRE)

Q4A To which country did you go for your main holiday in 2012? By 'main holiday' we mean the holiday that was the most important for you in 2012. (DO NOT READ OUT)




































Q4A In welchem Land haben Sie 2012 Ihren Haupturlaub verbracht? Mit 'Haupturlaub' meinen wir den Urlaub, der für Sie im Jahr 2012 am wichtigsten war. (NICHT VORLESEN)

		Finlande	France	Allemagne	Grèce	Hongrie	Irlande	Italie	Lettonie
		Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia
		Finnland	Frankreich	Deutschland	Griechenland	Ungarn	Irland	Italien	Lettland
%		Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370
	EU 27	0	4	2	2	1	0	5	0
	BE	0	30	2	3	1	0	7	0
	BG	0	2	1	6	0	0	2	0
	CZ	0	2	2	4	2	0	6	0
	DK	0	5	5	4	1	1	9	0
	DE	0	3	0	1	1	0	9	0
	EE	8	0	1	4	2	1	4	4
	IE	0	8	1	1	1	0	5	0
	EL	0	1	1	0	0	0	2	0
	ES	0	5	1	0	0	1	4	0
	FR	0	0	1	1	0	0	4	0
	IT	0	3	1	1	0	1	0	0
	CY	0	1	3	40	1	0	2	0
	LV	1	1	6	2	0	1	3	0
	LT	1	1	4	0	0	2	2	6
	LU	0	18	5	4	0	0	11	0
	HU	0	1	3	3	0	0	4	0
	MT	0	8	4	1	0	1	19	1
	NL	0	15	6	2	0	0	8	0
	AT	0	3	4	4	1	1	14	0
	PL	0	2	5	1	1	0	4	0
	PT	0	3	1	0	0	0	2	0
	RO	0	2	4	2	2	0	9	0
	SI	0	1	2	2	0	0	3	0
	SK	0	1	1	3	3	0	4	0
	FI	0	2	3	4	1	0	4	0
	SE	3	4	3	5	0	1	4	0
	UK	0	5	1	2	0	1	3	0
	HR	0	1	2	2	0	0	4	0
	TR	0	0	3	0	0	0	1	0
	MK	0	1	5	18	0	0	1	0
	IS	1	2	3	0	0	0	3	0
	NO	1	3	1	6	0	0	4	0
	RS	0	2	2	23	2	0	3	0
	IL	0	4	5	5	0	0	6	1

Q4A Dans quel pays êtes-vous parti(e) pour vos principales vacances en 2012 ? Par "principales vacances", nous pensons aux vacances qui ont été les plus importantes pour vous en 2012. (NE PAS LIRE)




































Q4A To which country did you go for your main holiday in 2012? By 'main holiday' we mean the holiday that was the most important for you in 2012. (DO NOT READ OUT)

Q4A In welchem Land haben Sie 2012 Ihren Haupturlaub verbracht? Mit 'Haupturlaub' meinen wir den Urlaub, der für Sie im Jahr 2012 am wichtigsten war. (NICHT VORLESEN)

		Lituanie	Luxembourg	Malte	Pays-Bas	Pologne	Portugal	Roumanie	Slovaquie
		Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia
		Litauen	Luxemburg	Malta	Niederlande	Polen	Portugal	Rumänien	Slowakei
%		Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370
	EU 27	0	0	0	1	1	1	0	0
	BE	0	1	0	3	0	2	0	0
	BG	0	0	0	0	0	0	0	0
	CZ	0	0	0	0	1	0	0	6
	DK	0	0	0	0	1	1	0	0
	DE	0	0	0	2	1	1	0	0
	EE	1	0	0	2	2	0	0	0
	IE	0	0	0	1	2	5	0	0
	EL	0	0	0	1	0	0	0	0
	ES	0	0	0	1	1	4	1	0
	FR	0	0	0	0	1	3	0	0
	IT	0	0	0	1	0	1	1	0
	CY	0	0	0	0	0	0	0	0
	LV	7	0	1	3	2	1	0	0
	LT	0	0	2	1	3	1	0	0
	LU	0	0	0	3	0	18	0	0
	HU	0	0	0	1	1	0	2	2
	MT	0	0	0	1	1	0	1	1
	NL	0	0	1	0	0	2	0	0
	AT	0	0	0	0	0	1	1	0
	PL	1	0	0	1	0	0	0	1
	PT	0	0	0	1	0	0	0	0
	RO	0	0	0	1	0	0	0	0
	SI	0	1	0	1	0	1	0	0
	SK	0	0	0	0	0	0	0	0
	FI	0	0	0	1	1	1	0	0
	SE	0	0	0	0	1	1	0	0
	UK	0	0	0	1	0	2	0	0
	HR	0	0	0	0	0	0	0	0
	TR	0	0	0	0	0	0	0	0
	MK	0	0	0	0	0	0	1	0
	IS	0	0	0	1	0	0	0	0
	NO	0	0	0	1	1	1	0	0
	RS	0	0	0	0	0	0	0	0
	IL	0	0	0	2	0	1	1	0

Q4A Dans quel pays êtes-vous parti(e) pour vos principales vacances en 2012 ? Par "principales vacances", nous pensons aux vacances qui ont été les plus importantes pour vous en 2012. (NE PAS Q4A To which country did you go for your main holiday in 2012? By 'main holiday' we mean the holiday that was the most important for you in 2012. (DO NOT READ OUT)




































Q4A In welchem Land haben Sie 2012 Ihren Haupturlaub verbracht? Mit 'Haupturlaub' meinen wir den Urlaub, der für Sie im Jahr 2012 am wichtigsten war. (NICHT VORLESEN)

		Slovénie	Espagne	Suède	Royaume Uni	Croatie	Inde	Maroc
		Slovenia	Spain	Sweden	United Kingdom	Croatia	India	Morocco
		Slowenien	Spanien	Schweden	Vereinigtes Königreich	Kroatien	Indien	Marokko
%		Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370
	EU 27	0	7	1	2	2	0	0
	BE	0	13	0	1	1	0	2
	BG	0	1	0	2	0	0	0
	CZ	1	4	0	1	11	0	0
	DK	0	12	5	1	1	0	0
	DE	0	9	1	2	3	0	0
	EE	0	3	4	1	1	0	0
	IE	0	22	1	10	1	0	1
	EL	0	1	0	1	0	0	0
	ES	0	0	0	2	0	0	1
	FR	0	8	0	2	0	0	2
	IT	0	3	0	1	2	0	0
	CY	0	3	2	10	0	0	0
	LV	0	2	7	4	0	0	0
	LT	0	7	1	7	4	0	0
	LU	0	9	1	1	1	1	1
	HU	1	0	2	1	6	0	0
	MT	2	4	1	22	1	0	1
	NL	0	9	1	1	2	0	1
	AT	0	4	0	1	11	0	0
	PL	0	4	1	3	3	0	0
	PT	0	12	0	2	0	0	1
	RO	0	4	0	1	0	0	0
	SI	0	2	0	1	52	0	0
	SK	0	2	0	2	14	0	1
	FI	0	10	6	4	0	0	0
	SE	0	10	0	2	2	0	0
	UK	0	14	0	0	0	1	1
	HR	4	1	0	2	0	0	0
	TR	0	1	0	1	0	0	0
	MK	0	3	1	0	1	0	0
	IS	1	14	2	5	0	0	0
	NO	0	15	3	3	1	0	0
	RS	1	1	0	0	5	0	0
	IL	1	6	0	2	1	0	0

Q4A Dans quel pays êtes-vous parti(e) pour vos principales vacances en 2012 ? Par "principales vacances", nous pensons aux vacances qui ont été les plus importantes pour vous en 2012. (NE PAS LIRE)

Q4A To which country did you go for your main holiday in 2012? By 'main holiday' we mean the holiday that was the most important for you in 2012. (DO NOT READ OUT)




































Q4A In welchem Land haben Sie 2012 Ihren Haupturlaub verbracht? Mit 'Haupturlaub' meinen wir den Urlaub, der für Sie im Jahr 2012 am wichtigsten war. (NICHT VORLESEN)

		Thailande	Dans un autre pays hors de l'UE27	NSP/SR	Dans l'UE27	Total 'Dans un autre pays hors de l'UE27'
		Thailand	In another country outside the EU27	DK/NA	In the EU27	Total 'In another country outside the EU27'
		Thailand	IN EINEM ANDEREN LAND AUSSERHALB DER EUROPÄISCHEN UNION	Weiß nicht / Keine Angabe	Dans l'UE27	Total 'Dans un autre pays hors de l'UE27'
%		Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370
	EU 27	1	16	3	31	19
	BE	1	19	2	66	23
	BG	0	5	5	15	5
	CZ	0	13	8	36	24
	DK	2	22	2	50	25
	DE	0	21	3	40	25
	EE	0	19	1	40	21
	IE	0	18	2	59	20
	EL	0	6	1	11	6
	ES	0	8	3	23	8
	FR	1	13	3	23	16
	IT	0	7	2	15	10
	CY	0	6	1	68	6
	LV	0	11	2	49	11
	LT	0	6	8	41	10
	LU	0	17	1	78	20
	HU	0	6	6	25	11
	MT	0	12	2	73	13
	NL	1	20	2	52	25
	AT	1	24	1	37	35
	PL	0	9	5	28	13
	PT	0	11	4	23	12
	RO	0	4	5	32	4
	SI	0	10	1	15	62
	SK	0	11	10	29	27
	FI	2	16	2	46	19
	SE	4	21	3	37	27
	UK	1	31	3	34	34
	HR	0	11	4	19	11
	TR	0	5	10	7	5
	MK	0	23	1	39	23
	IS	0	18	3	43	18
	NO	3	21	0	48	25
	RS	0	21	2	37	26
	IL	4	22	8	40	27

Q4B Dans quel autre ou quels autres pays vous êtes-vous rendu(e) pour un minimum de quatre nuits consécutives en 2012 ? (NE PAS LIRE - PLUSIEURS RÉPONSES POSSIBLES)

Q4B And to which other country or countries did you go for a minimum of 4 consecutive nights in 2012? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)




































Q4B Und in welchem anderen Land bzw. welchen anderen Ländern haben Sie 2012 mindestens vier aufeinanderfolgende Nächte verbracht? (NICHT VORLESEN - MEHRFACHNENNUNGEN MÖGLICH)

		En [NOTRE PAYS] In [OUR COUNTRY] In [UNSEREM LAND]	Autriche Austria Österreich	Belgique Belgium Belgien	Bulgarie Bulgaria Bulgarien	Chypre Cyprus Zypern	République tchèque Czech Republic Tschechische Republik
%		Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370
	EU 27	11	3	1	0	0	1
	BE	5	2	0	0	0	1
	BG	4	2	1	0	0	0
	CZ	13	5	1	1	0	0
	DK	18	3	1	1	0	1
	DE	17	9	1	0	0	1
	EE	12	1	1	0	0	0
	IE	13	2	1	0	0	0
	EL	5	1	1	1	0	0
	ES	7	0	1	0	0	0
	FR	9	0	1	0	0	0
	IT	7	1	1	1	0	0
	CY	11	0	0	1	0	0
	LV	10	0	2	0	0	0
	LT	6	1	1	0	1	0
	LU	1	4	8	0	0	0
	HU	7	4	0	0	0	1
	MT	15	2	0	1	0	0
	NL	14	7	7	0	0	1
	AT	21	0	1	1	0	2
	PL	8	1	1	0	0	1
	PT	5	0	0	0	0	0
	RO	4	1	1	1	0	0
	SI	10	7	1	0	0	1
	SK	10	3	0	1	0	12
	FI	14	1	1	0	0	0
	SE	17	1	1	0	0	0
	UK	16	1	2	0	1	0
	HR	7	5	0	1	0	1
	TR	2	0	0	1	0	0
	MK	7	2	0	4	0	0
	IS	15	1	1	0	0	0
	NO	17	1	2	0	0	1
	RS	23	2	0	1	0	2
	IL	3	1	0	2	1	0

Q4B Dans quel autre ou quels autres pays vous êtes-vous rendu(e) pour un minimum de quatre nuits consecutives en 2012 ? (NE PAS LIRE - PLUSIEURS RÉPONSES POSSIBLES)

Q4B And to which other country or countries did you go for a minimum of 4 consecutive nights in 2012? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)




































Q4B Und in welchem anderen Land bzw. welchen anderen Ländern haben Sie 2012 mindestens vier aufeinanderfolgende Nächte verbracht? (NICHT VORLESEN - MEHRFACHNENNUNGEN MÖGLICH)

		Danemark	Estonie	Finlande	France	Allemagne	Grèce
		Denmark	Estonia	Finland	France	Germany	Greece
		Dänemark	Estland	Finnland	Frankreich	Deutschland	Griechenland
%		Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370
	EU 27	1	0	0	4	3	1
	BE	0	0	0	16	9	2
	BG	0	0	0	1	2	3
	CZ	0	0	0	3	5	1
	DK	0	0	1	5	13	2
	DE	2	0	0	4	0	1
	EE	1	0	10	1	3	0
	IE	0	0	0	6	3	1
	EL	0	0	0	2	1	0
	ES	0	0	0	4	2	0
	FR	0	0	0	0	1	1
	IT	0	0	0	5	2	1
	CY	0	0	0	1	1	8
	LV	0	6	2	2	2	0
	LT	1	0	1	1	4	0
	LU	1	0	1	15	14	0
	HU	0	0	0	1	1	0
	MT	0	0	0	2	2	1
	NL	1	0	0	8	11	2
	AT	1	0	0	3	11	2
	PL	0	0	0	2	7	0
	PT	0	0	0	4	2	0
	RO	0	0	0	2	3	1
	SI	0	0	1	2	3	1
	SK	0	0	0	1	3	1
	FI	1	5	0	2	4	2
	SE	6	0	2	3	6	2
	UK	1	0	0	5	3	2
	HR	0	0	0	2	4	0
	TR	0	0	0	1	1	1
	MK	0	0	0	2	3	3
	IS	9	0	1	2	6	0
	NO	6	0	1	5	5	6
	RS	0	0	0	2	1	2
	IL	0	0	0	3	3	3

Q4B Dans quel autre ou quels autres pays vous êtes-vous rendu(e) pour un minimum de quatre nuits consécutives en 2012 ? (NE PAS LIRE - PLUSIEURS RÉPONSES POSSIBLES)

Q4B And to which other country or countries did you go for a minimum of 4 consecutive nights in 2012? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)




































Q4B Und in welchem anderen Land bzw. welchen anderen Ländern haben Sie 2012 mindestens vier aufeinanderfolgende Nächte verbracht? (NICHT VORLESEN - MEHRFACHNENNUNGEN MÖGLICH)

		Hongrie	Irlande	Italie	Lettonie	Lituanie
		Hungary	Ireland	Italy	Latvia	Lithuania
		Ungarn	Irland	Italien	Lettland	Litauen
%		Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370
	EU 27	1	1	3	0	0
	BE	1	0	5	0	0
	BG	0	0	1	0	0
	CZ	2	0	3	0	0
	DK	1	0	4	0	0
	DE	1	0	7	0	0
	EE	0	0	2	6	2
	IE	1	0	2	0	0
	EL	0	0	1	0	0
	ES	0	0	3	0	0
	FR	0	0	3	0	0
	IT	1	0	0	0	0
	CY	1	0	2	0	0
	LV	0	0	2	0	4
	LT	0	0	2	3	0
	LU	0	0	5	0	0
	HU	0	0	0	0	0
	MT	0	1	8	0	1
	NL	0	1	3	0	0
	AT	3	1	13	0	0
	PL	0	0	1	0	0
	PT	0	0	1	0	0
	RO	2	0	3	0	0
	SI	0	0	5	0	0
	SK	5	0	2	0	0
	FI	2	0	2	1	0
	SE	1	1	3	1	0
	UK	0	2	2	0	0
	HR	1	0	4	0	0
	TR	0	0	1	0	0
	MK	0	0	3	0	0
	IS	0	1	1	0	0
	NO	0	1	3	0	1
	RS	3	0	2	0	0
	IL	1	0	3	0	0

Q4B Dans quel autre ou quels autres pays vous êtes-vous rendu(e) pour un minimum de quatre nuits consecutives en 2012 ? (NE PAS LIRE - PLUSIEURS RÉPONSES POSSIBLES)

Q4B And to which other country or countries did you go for a minimum of 4 consecutive nights in 2012? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)




































Q4B Und in welchem anderen Land bzw. welchen anderen Ländern haben Sie 2012 mindestens vier aufeinanderfolgende Nächte verbracht? (NICHT VORLESEN - MEHRFACHNENNUNGEN MÖGLICH)

		Roumanie Romania Rumänien	Slovaquie Slovakia Slowakei	Slovénie Slovenia Slowenien	Espagne Spain Spanien	Suède Sweden Schweden	Royaume Uni United Kingdom Vereinigtes Königreich
%		Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370
	EU 27	0	0	0	3	1	2
	BE	0	0	0	5	0	4
	BG	0	0	0	1	0	2
	CZ	0	9	0	1	0	1
	DK	0	0	0	7	5	4
	DE	0	0	0	3	1	1
	EE	0	1	0	1	6	1
	IE	0	0	0	9	0	19
	EL	0	0	0	1	0	2
	ES	0	0	0	0	0	2
	FR	0	0	0	4	0	1
	IT	0	0	0	2	0	2
	CY	1	0	0	2	0	8
	LV	0	0	0	0	3	6
	LT	0	1	0	3	0	4
	LU	0	0	0	7	0	2
	HU	3	1	0	0	0	1
	MT	1	0	0	3	0	7
	NL	0	0	0	5	1	3
	AT	1	1	1	4	1	2
	PL	0	1	0	2	1	1
	PT	0	0	0	7	0	1
	RO	0	0	0	3	0	0
	SI	0	0	0	2	0	2
	SK	0	0	0	1	0	1
	FI	0	0	0	5	7	2
	SE	0	0	0	5	0	4
	UK	0	0	0	5	0	0
	HR	0	1	5	1	0	1
	TR	1	0	0	0	0	0
	MK	0	0	0	0	0	0
	IS	0	0	0	3	5	6
	NO	0	1	0	12	6	3
	RS	1	1	1	0	0	0
	IL	0	0	0	2	0	1

Q4B Dans quel autre ou quels autres pays vous êtes-vous rendu(e) pour un minimum de quatre nuits consécutives en 2012 ? (NE PAS LIRE - PLUSIEURS RÉPONSES POSSIBLES)

Q4B And to which other country or countries did you go for a minimum of 4 consecutive nights in 2012? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)




































Q4B Und in welchem anderen Land bzw. welchen anderen Ländern haben Sie 2012 mindestens vier aufeinanderfolgende Nächte verbracht? (NICHT VORLESEN - MEHRFACHNENNUNGEN MÖGLICH)

		Croatie	Inde	Maroc	Thaïlande
		Croatia	India	Morrocco	Thailand
		Kroatien	Indien	Marokko	Thailand
%		Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370
	EU 27	1	0	0	0
	BE	0	0	0	0
	BG	1	0	0	0
	CZ	2	0	0	0
	DK	1	0	0	0
	DE	1	0	0	0
	EE	0	0	0	0
	IE	0	0	0	1
	EL	0	0	0	0
	ES	0	0	0	0
	FR	0	0	1	1
	IT	1	0	0	0
	CY	1	0	0	1
	LV	0	0	0	0
	LT	0	0	0	0
	LU	0	0	0	0
	HU	2	0	0	0
	MT	0	0	0	0
	NL	0	0	0	0
	AT	4	0	0	0
	PL	1	0	0	0
	PT	0	0	0	0
	RO	1	0	0	0
	SI	10	0	0	0
	SK	3	0	0	0
	FI	1	0	0	0
	SE	1	0	0	1
	UK	0	0	0	0
	HR	0	0	0	0
	TR	0	0	0	0
	MK	0	0	0	0
	IS	0	0	0	1
	NO	1	0	1	0
	RS	3	0	0	0
	IL	0	0	0	0

Q4B Dans quel autre ou quels autres pays vous êtes-vous rendu(e) pour un minimum de quatre nuits consécutives en 2012 ? (NE PAS LIRE - PLUSIEURS RÉPONSES POSSIBLES)

Q4B And to which other country or countries did you go for a minimum of 4 consecutive nights in 2012? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)




































Q4B Und in welchem anderen Land bzw. welchen anderen Ländern haben Sie 2012 mindestens vier aufeinanderfolgende Nächte verbracht? (NICHT VORLESEN - MEHRFACHNENNUNGEN MÖGLICH)

		Dans un autre pays hors de l'UE27	NSP/SR	Dans l'EU27	Total 'Dans un autre pays hors de l'UE27'
		In another country outside the EU27	DK/NA	In the EU27	Total 'In another country outside the EU27'
		IN EINEM ANDEREN LAND AUSSERHALB DER EUROPÄISCHEN UNION	Weiß nicht / Keine Angabe	Dans l'EU27	Total 'Dans un autre pays hors de l'UE27'
%		Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370
	EU 27	11	60	21	12
	BE	14	49	38	14
	BG	6	81	11	6
	CZ	8	55	26	11
	DK	23	37	36	24
	DE	14	48	28	15
	EE	12	54	28	12
	IE	10	45	39	11
	EL	5	80	11	5
	ES	6	76	13	6
	FR	11	68	13	12
	IT	7	72	15	8
	CY	16	51	23	18
	LV	9	61	25	9
	LT	9	71	20	9
	LU	15	42	47	15
	HU	6	76	11	8
	MT	9	52	25	9
	NL	14	41	40	14
	AT	19	35	37	23
	PL	10	63	18	12
	PT	8	76	13	8
	RO	4	80	14	4
	SI	11	55	23	19
	SK	11	53	28	14
	FI	8	56	29	9
	SE	17	47	28	18
	UK	15	53	21	16
	HR	10	68	20	11
	TR	3	91	5	3
	MK	23	55	17	23
	IS	16	47	30	16
	NO	29	27	48	30
	RS	17	48	15	20
	IL	21	59	18	22

Q5 Quelles sont les principales raisons pour lesquelles vous êtes parti(e) en vacances en 2012 ? (MAX. 3 RÉPONSES)

Q5 What were your main reasons for going on holiday in 2012? (MAX. 3 ANSWERS)




































Q5 Was waren die Hauptgründe dafür, dass Sie 2012 in Urlaub gefahren sind? Maximal 3 Nennungen!

%		Soleil / plage	Bien-être/spa/soins de santé	Visite d'une ville		
		Sun/beach	Wellness/Spa/health treatment	City trips		
		Sonne/Strand	Wellness/Spa/Heilbehandlung	Städtereisen		
		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Flash EB 370	Diff. Flash EB 334
	EU 27	40	12	12	20	4
	BE	48	25	12	25	9
	BG	39	12	11	8	4
	CZ	34	9	14	11	1
	DK	39	11	3	18	1
	DE	35	9	16	21	3
	EE	31	8	7	16	9
	IE	44	12	6	14	2
	EL	50	20	5	16	7
	ES	43	16	7	20	4
	FR	41	12	17	19	0
	IT	46	16	13	27	8
	CY	35	27	5	19	15
	LV	15	2	37	25	4
	LT	37	18	12	19	-6
	LU	58	25	20	27	11
	HU	32	10	20	25	7
	MT	11	8	3	15	3
	NL	40	10	4	21	5
	AT	42	19	18	22	-1
	PL	29	9	8	26	5
	PT	56	9	24	8	-1
	RO	37	17	12	16	7
	SI	58	21	15	13	-6
	SK	33	8	19	24	13
	FI	29	4	14	27	1
	SE	42	10	20	19	6
	UK	43	10	4	15	4
	HR	41	16	8	17	7
	TR	23	1	10	16	5
	MK	47	8	35	5	3
	IS	17	4	35	13	-5
	NO	44	3	16	20	1
	RS	44	12	8	9	5
	IL	24	13	8	24	12

Q5 Quelles sont les principales raisons pour lesquelles vous êtes parti(e) en vacances en 2012 ? (MAX. 3 RÉPONSES)

Q5 What were your main reasons for going on holiday in 2012? (MAX. 3 ANSWERS)




































Q5 Was waren die Hauptgründe dafür, dass Sie 2012 in Urlaub gefahren sind? Maximal 3 Nennungen!

%		Activités sportives (p. ex. plongée, cyclisme, etc.)	Nature (montagne, lac, paysage, etc.)	Culture (par ex. raisons religieuses, gastronomiques, arts)			
		Sport-related activities (e.g. scuba-diving, cycling etc...)	Nature (mountain, lake, landscape etc...)	Culture (e.g religious, culinary purposes, arts)			
		Sportliche Aktivitäten (z.B. Tauchen, Fahrradfahren etc.)	Natur (Berge, Seen, Landschaften etc.)	Kultur (z.B. religiöse, kulinarische Interessen, Kunst)			
		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
	EU 27	10	<i>0</i>	26	<i>8</i>	22	<i>8</i>
	BE	18	<i>5</i>	39	<i>17</i>	35	<i>13</i>
	BG	2	<i>-2</i>	22	<i>4</i>	9	<i>4</i>
	CZ	24	<i>6</i>	41	<i>9</i>	17	<i>2</i>
	DK	11	<i>-3</i>	30	<i>6</i>	29	<i>11</i>
	DE	17	<i>2</i>	33	<i>10</i>	27	<i>6</i>
	EE	9	<i>2</i>	24	<i>2</i>	26	<i>8</i>
	IE	9	<i>-1</i>	8	<i>2</i>	16	<i>8</i>
	EL	4	<i>-1</i>	23	<i>10</i>	12	<i>7</i>
	ES	5	<i>0</i>	19	<i>2</i>	27	<i>10</i>
	FR	8	<i>-2</i>	24	<i>6</i>	19	<i>8</i>
	IT	4	<i>0</i>	21	<i>8</i>	23	<i>7</i>
	CY	4	<i>-1</i>	15	<i>8</i>	11	<i>5</i>
	LV	11	<i>3</i>	23	<i>4</i>	17	<i>4</i>
	LT	9	<i>2</i>	34	<i>16</i>	16	<i>6</i>
	LU	10	<i>0</i>	31	<i>15</i>	26	<i>10</i>
	HU	9	<i>2</i>	23	<i>8</i>	12	<i>3</i>
	MT	3	<i>-4</i>	26	<i>7</i>	27	<i>11</i>
	NL	18	<i>4</i>	42	<i>15</i>	33	<i>11</i>
	AT	17	<i>-1</i>	30	<i>9</i>	30	<i>4</i>
	PL	11	<i>3</i>	29	<i>7</i>	12	<i>4</i>
	PT	8	<i>-1</i>	19	<i>1</i>	24	<i>9</i>
	RO	2	<i>-3</i>	26	<i>14</i>	10	<i>4</i>
	SI	11	<i>1</i>	21	<i>7</i>	12	<i>7</i>
	SK	14	<i>6</i>	35	<i>16</i>	17	<i>7</i>
	FI	14	<i>-2</i>	25	<i>7</i>	24	<i>6</i>
	SE	12	<i>-1</i>	21	<i>8</i>	22	<i>9</i>
	UK	9	<i>1</i>	17	<i>5</i>	18	<i>11</i>
	HR	9	<i>-1</i>	19	<i>6</i>	13	<i>2</i>
	TR	7	<i>3</i>	14	<i>2</i>	12	<i>2</i>
	MK	2	<i>-4</i>	11	<i>-2</i>	13	<i>7</i>
	IS	8	<i>0</i>	19	<i>7</i>	12	<i>2</i>
	NO	10	<i>2</i>	16	<i>1</i>	24	<i>14</i>
	RS	11	<i>9</i>	42	<i>20</i>	14	<i>3</i>
	IL	9	<i>1</i>	38	<i>11</i>	25	<i>13</i>

Q5 Quelles sont les principales raisons pour lesquelles vous êtes parti(e) en vacances en 2012 ? (MAX. 3 RÉPONSES)

Q5 What were your main reasons for going on holiday in 2012? (MAX. 3 ANSWERS)




































Q5 Was waren die Hauptgründe dafür, dass Sie 2012 in Urlaub gefahren sind? Maximal 3 Nennungen!

	%	Visite d'amis / de membres de la famille Visiting family/ friends / relatives Familie/Freunde/Verwandte besuchen	Evenements particuliers (événements sportifs/festivals/clubbing) Specific events (sporting events/festivals/clubbing) Bestimmte Veranstaltungen (Sportereignisse/Festivals/Clubs und Diskotheken)	Autre (NE PAS LIRE) Other (DO NOT READ OUT) Andere (NICHT VORLESEN)		NSP/SR DK/NA Weiß nicht / Keine Angabe	
		Flash EB 370	Flash EB 370	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
 EU 27		36	7	7	4	1	0
 BE		27	6	5	4	0	-1
 BG		32	5	8	4	4	2
 CZ		27	10	7	5	2	2
 DK		28	6	9	6	0	0
 DE		34	5	4	2	1	1
 EE		47	9	11	5	1	0
 IE		38	15	8	5	1	1
 EL		41	10	8	3	1	1
 ES		38	6	8	6	1	1
 FR		45	5	5	4	1	0
 IT		34	6	5	2	1	1
 CY		33	6	19	9	1	1
 LV		55	15	6	2	0	0
 LT		42	10	5	1	1	1
 LU		42	7	4	3	0	0
 HU		45	6	7	2	0	0
 MT		18	12	27	15	2	1
 NL		24	6	10	9	0	0
 AT		35	6	5	1	0	0
 PL		39	7	6	3	2	0
 PT		39	9	4	3	2	1
 RO		35	8	9	4	1	0
 SI		20	8	6	5	0	-1
 SK		28	8	4	3	6	4
 FI		37	10	4	2	2	1
 SE		42	10	6	3	1	0
 UK		35	11	13	9	2	2
 HR		40	5	10	5	1	0
 TR		52	10	10	-4	1	1
 MK		34	3	7	4	1	1
 IS		44	14	7	5	2	1
 NO		33	7	10	7	0	-1
 RS		37	6	6	0	0	0
 IL		26	12	11	6	3	1

Q6.1 Au cours de l'année 2012, combien de fois êtes-vous parti(e) en vacances avec les formules suivantes ?
Vacances "tout compris" (transport + hébergement + nourriture + boissons)

Q6.1 In 2012, how many times did you go on any of the following types of holiday?
All-inclusive holiday (transport + accommodation + food + drinks)

Q6.1 Wie häufig haben Sie 2012 auf eine der folgenden Arten Urlaub gemacht?
All-inclusive-Urlaub (An- und Abreise + Unterkunft + Speisen + Getränke)

		5 fois ou plus		Aucune/ zéro		NSP/SR		Au moins une fois	
		5 times or more		None/ zero		DK/NA		At least once	
		5-mal oder häufiger		Nie/Null		Weiß nicht / Keine Angabe		Au moins une fois	
%		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
	EU 27	1	0	73	0	1	1	26	-1
	BE	2	1	56	-9	1	0	43	9
	BG	1	1	78	0	0	-1	22	1
	CZ	1	-1	80	4	1	1	19	-5
	DK	1	0	75	1	1	0	24	-1
	DE	0	-1	73	2	0	0	27	-2
	EE	1	-1	73	-2	0	-1	27	3
	IE	0	-1	79	1	1	1	20	-2
	EL	1	-3	77	5	0	0	23	-5
	ES	3	0	69	-1	0	0	31	1
	FR	1	0	76	0	1	0	23	0
	IT	0	-1	71	-2	2	1	27	1
	CY	2	0	66	6	2	2	32	-8
	LV	3	-3	60	-11	1	1	39	10
	LT	1	-2	73	0	1	-2	26	2
	LU	1	0	64	-1	1	1	35	0
	HU	0	-2	79	4	1	0	20	-4
	MT	1	-1	63	2	2	2	35	-4
	NL	1	1	79	0	0	0	21	0
	AT	1	-1	70	0	0	0	30	0
	PL	2	1	75	-3	1	0	24	3
	PT	1	-1	75	1	0	-1	25	0
	RO	0	-1	79	3	0	0	21	-3
	SI	1	0	73	-6	1	1	26	5
	SK	0	-1	75	-4	3	2	22	2
	FI	1	0	78	0	1	1	21	-1
	SE	0	-1	82	0	0	-1	18	1
	UK	1	1	71	1	0	-1	29	0
	HR	1	-1	83	0	0	0	17	0
	TR	3	0	72	1	0	0	28	-1
	MK	1	-1	71	-1	1	1	28	0
	IS	1	0	74	-4	1	1	25	3
	NO	0	-2	77	3	1	0	22	-3
	RS	2	1	78	13	0	0	22	-13
	IL	1	-1	66	4	1	-3	33	-1

Q6.2 Au cours de l'année 2012, combien de fois êtes-vous parti(e) en vacances avec les formules suivantes ?




































Autre type de séjour où tout n'est pas inclus

Q6.2 In 2012, how many times did you go on any of the following types of holiday?

Other types of package travel (not all-inclusive)

Q6.2 Wie häufig haben Sie 2012 auf eine der folgenden Arten Urlaub gemacht?

Andere Pauschalreise (nicht all-inclusive)

		1		2		3		4	
		1		2		3		4	
		1		2		3		4	
%		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
	EU 27	19	4	7	2	3	2	2	1
	BE	26	8	15	10	6	4	2	2
	BG	17	7	5	1	2	2	0	-1
	CZ	25	10	7	3	4	3	1	0
	DK	16	-3	4	-2	2	0	2	1
	DE	19	0	6	-2	2	0	1	0
	EE	12	5	4	1	3	2	0	0
	IE	23	7	5	2	2	1	1	0
	EL	9	1	5	2	2	2	1	1
	ES	16	3	5	1	4	3	1	0
	FR	25	13	9	6	7	6	2	1
	IT	16	7	7	5	2	2	2	1
	CY	18	0	7	4	2	0	1	0
	LV	15	0	8	3	3	1	1	0
	LT	19	10	8	3	5	3	2	2
	LU	23	4	12	3	7	3	5	3
	HU	13	0	6	3	1	0	1	1
	MT	22	9	6	3	4	4	1	0
	NL	19	1	10	6	2	0	2	1
	AT	20	-4	9	3	5	2	2	0
	PL	15	0	6	3	3	2	1	0
	PT	22	16	10	7	2	1	2	2
	RO	11	1	6	4	3	1	1	1
	SI	24	8	9	3	2	-1	3	2
	SK	29	9	9	4	3	2	1	1
	FI	18	-3	6	-1	2	0	1	0
	SE	21	1	6	0	1	0	1	0
	UK	20	2	8	3	3	2	1	0
	HR	7	-3	5	4	2	1	0	0
	TR	9	1	4	3	4	4	1	1
	MK	12	6	6	4	5	3	2	2
	IS	16	-2	4	0	1	0	1	1
	NO	23	-1	8	1	3	1	1	0
	RS	27	17	5	4	3	3	0	0
	IL	29	7	11	1	4	3	3	2

Q6.2 Au cours de l'année 2012, combien de fois êtes-vous parti(e) en vacances avec les formules suivantes ?




































Autre type de séjour où tout n'est pas inclus

Q6.2 In 2012, how many times did you go on any of the following types of holiday?

Other types of package travel (not all-inclusive)

Q6.2 Wie häufig haben Sie 2012 auf eine der folgenden Arten Urlaub gemacht?




































Andere Pauschalreise (nicht all-inclusive)

%		5 fois ou plus		Aucune/ zéro		NSP/SR		Au moins une fois	
		5 times or more		None/ zero		DK/NA		At least once	
		5-mal oder häufiger		Nie/Null		Weiß nicht / Keine Angabe		Au moins une fois	
		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
	EU 27	2	1	66	-11	1	1	33	10
	BE	4	3	46	-28	1	1	53	27
	BG	2	1	73	-11	1	1	26	10
	CZ	3	1	59	-18	1	1	40	17
	DK	1	1	74	3	1	0	25	-3
	DE	1	0	70	1	1	1	29	-2
	EE	2	1	79	-7	0	-2	21	9
	IE	1	1	67	-11	1	0	32	11
	EL	1	1	82	-7	0	0	18	7
	ES	3	2	71	-9	0	0	29	9
	FR	6	5	50	-32	1	1	49	31
	IT	2	1	69	-17	2	1	29	16
	CY	1	0	69	-5	2	1	29	4
	LV	3	1	70	-5	0	0	30	5
	LT	4	3	60	-22	2	1	38	21
	LU	5	3	47	-17	1	1	52	16
	HU	3	1	75	-5	1	0	24	5
	MT	1	-2	62	-18	4	4	34	14
	NL	1	0	66	-8	0	0	34	8
	AT	3	2	61	-3	0	0	39	3
	PL	3	2	71	-8	1	1	28	7
	PT	3	2	61	-27	0	-1	39	28
	RO	3	3	74	-11	2	1	24	10
	SI	4	3	57	-16	1	1	42	15
	SK	4	3	50	-23	4	4	46	19
	FI	1	0	72	4	0	0	28	-4
	SE	0	-1	71	1	0	-1	29	0
	UK	1	1	66	-8	1	0	33	8
	HR	2	-1	82	-3	2	2	16	1
	TR	1	0	80	-9	1	0	19	9
	MK	1	0	73	-15	1	0	26	15
	IS	1	1	76	0	1	0	23	0
	NO	0	0	65	-1	0	0	35	1
	RS	3	2	62	-25	0	-1	38	26
	IL	3	1	49	-10	1	-4	50	14

Q6.3 Au cours de l'année 2012, combien de fois êtes-vous parti(e) en vacances avec les formules suivantes ?
Services touristiques achetés séparément

Q6.3 In 2012, how many times did you go on any of the following types of holiday?
Tourism services purchased separately




































Q6.3 Wie häufig haben Sie 2012 auf eine der folgenden Arten Urlaub gemacht?
Urlaub, bei dem Sie die touristischen Leistungen, wie An- und Abreise und Unterkunft, unabhängig voneinander gebucht haben

		1		2		3		4	
		1		2		3		4	
		1		2		3		4	
%		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
 EU 27		18	-4	8	-3	4	-2	2	-1
 BE		15	-6	7	-2	3	-3	1	-2
 BG		17	0	9	0	3	-3	1	0
 CZ		19	-12	8	-5	3	-4	1	-1
 DK		24	-1	14	-1	7	-2	3	0
 DE		20	-5	11	-3	5	-4	3	-2
 EE		9	-6	4	-4	6	4	0	-2
 IE		22	-11	13	-1	5	-4	4	0
 EL		12	-12	5	-4	4	-2	1	-2
 ES		16	-2	8	-1	4	-1	3	0
 FR		10	-5	4	-4	3	0	1	-2
 IT		21	-5	8	-3	4	-3	2	0
 CY		22	-1	9	0	2	-4	2	1
 LV		10	-6	7	1	2	-2	1	-4
 LT		13	-10	6	-4	5	2	1	-3
 LU		13	-6	8	-4	6	-2	4	3
 HU		8	-4	5	-2	2	-3	1	-1
 MT		24	-3	7	-6	3	-2	2	0
 NL		24	-2	13	4	5	-2	2	-2
 AT		14	-4	12	-2	6	-1	3	-1
 PL		18	0	8	-1	4	1	1	-1
 PT		10	-6	4	-3	2	-3	0	-2
 RO		12	-11	6	-4	4	1	1	-2
 SI		17	-5	7	-5	6	1	1	-2
 SK		21	-5	7	-1	3	0	1	0
 FI		21	1	6	-3	3	-3	2	-2
 SE		16	-9	6	-6	2	-4	2	-2
 UK		20	-3	11	-2	5	-2	3	-2
 HR		15	-9	13	5	2	-3	2	0
 TR		16	1	4	-4	3	0	0	-1
 MK		13	-20	2	-12	2	0	1	0
 IS		14	-14	5	-6	4	-1	1	-1
 NO		29	9	15	-3	9	3	7	4
 RS		10	-27	3	-4	4	1	0	-1
 IL		25	3	10	1	5	1	4	2

Q6.3 Au cours de l'année 2012, combien de fois êtes-vous parti(e) en vacances avec les formules suivantes ?
Services touristiques achetés séparément

Q6.3 In 2012, how many times did you go on any of the following types of holiday?
Tourism services purchased separately




































Q6.3 Wie häufig haben Sie 2012 auf eine der folgenden Arten Urlaub gemacht?
Urlaub, bei dem Sie die touristischen Leistungen, wie An- und Abreise und Unterkunft, unabhängig voneinander gebucht haben

		5 fois ou plus		Aucune/ zéro		NSP/SR		Au moins une fois	
		5 times or more		None/ zero		DK/NA		At least once	
		5-mal oder häufiger		Nie/Null		Weiß nicht / Keine Angabe		Au moins une fois	
%		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
 EU 27		4	-3	62	12	2	1	36	-13
 BE		2	-3	70	14	2	2	28	-16
 BG		3	-2	66	4	1	1	33	-5
 CZ		3	-4	65	26	1	0	34	-26
 DK		5	-8	46	12	1	0	53	-12
 DE		5	-5	53	17	3	2	44	-19
 EE		3	-2	77	12	1	-2	22	-10
 IE		5	-4	49	19	2	1	49	-20
 EL		3	-6	75	26	0	0	25	-26
 ES		3	-3	65	7	1	0	34	-7
 FR		2	-3	77	12	3	2	20	-14
 IT		4	-4	59	14	2	1	39	-15
 CY		2	-2	60	3	3	3	37	-6
 LV		2	-3	78	14	0	0	22	-14
 LT		4	-9	69	24	2	0	29	-24
 LU		4	-1	64	9	1	1	35	-10
 HU		2	-2	81	12	1	0	18	-12
 MT		4	2	58	7	2	2	40	-9
 NL		4	2	51	0	1	0	48	0
 AT		4	-4	60	12	1	0	39	-12
 PL		4	-1	64	2	1	0	35	-2
 PT		1	-4	82	18	1	0	17	-18
 RO		2	-3	74	20	1	-1	25	-19
 SI		4	-11	63	20	2	2	35	-22
 SK		2	-6	62	8	4	4	34	-12
 FI		3	-7	64	14	1	0	35	-14
 SE		3	-4	67	22	4	3	29	-25
 UK		3	-4	55	11	3	2	42	-13
 HR		5	-9	62	15	1	1	37	-16
 TR		1	-3	75	6	1	1	24	-7
 MK		1	-6	80	39	1	-1	19	-38
 IS		1	-6	73	28	2	0	25	-28
 NO		7	3	32	-15	1	-1	67	16
 RS		2	0	81	31	0	0	19	-31
 IL		2	-2	50	-4	4	-1	46	5

Q7 Avez-vous organisé vos vacances en 2012 à l'aide d'un des moyens suivants? (PLUSIEURS RÉPONSES POSSIBLES)

Q7 Did you arrange your holiday in 2012 using any of the following methods? (MULTIPLE ANSWERS POSSIBLE)




































Q7 Wie haben Sie 2012 Ihren Urlaub organisiert? (MEHRFACHNENNUNGEN MÖGLICH)

		Sur Internet		Par téléphone		Par courrier		Au guichet d'une agence de voyage	
		The Internet		Over the phone		By post		Over the counter at a travel agency	
		Über das Internet		Über das Telefon		Auf dem Postweg		Direkt in einem Reisebüro	
%		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Flash EB 370	Diff. Flash EB 334	Diff. Flash EB 334
	EU 27	53	0	19	1	3	19	-4	
	BE	62	5	16	5	4	28	-4	
	BG	28	-2	16	0	1	11	0	
	CZ	41	1	14	-3	1	16	-13	
	DK	68	-3	8	-6	0	9	-13	
	DE	53	-1	18	-2	2	26	-2	
	EE	33	-1	15	6	0	15	-10	
	IE	73	-4	19	1	2	16	-6	
	EL	40	-1	18	2	1	11	-1	
	ES	56	4	13	2	2	25	0	
	FR	50	0	19	5	6	13	-4	
	IT	50	2	16	6	0	18	-3	
	CY	60	15	13	1	0	17	-19	
	LV	43	-9	23	7	1	12	-6	
	LT	30	6	13	-5	2	10	-4	
	LU	49	-5	18	6	6	36	-3	
	HU	34	-2	12	1	1	10	-2	
	MT	57	-4	10	7	1	29	2	
	NL	75	3	10	-2	1	18	-4	
	AT	54	3	20	3	1	32	-2	
	PL	40	-1	25	1	1	10	-4	
	PT	45	2	24	2	2	22	-2	
	RO	30	4	17	1	0	13	-7	
	SI	35	0	21	7	2	24	-9	
	SK	36	4	20	8	2	16	-7	
	FI	66	-4	31	1	4	14	-6	
	SE	67	3	14	-6	3	14	-7	
	UK	70	2	33	4	5	22	-6	
	HR	21	-5	9	-13	0	10	-1	
	TR	22	0	21	0	1	10	0	
	MK	15	2	18	-1	0	22	-1	
	IS	62	4	10	-1	5	7	-4	
	NO	80	2	21	4	2	12	-2	
	RS	17	0	16	5	0	26	-3	
	IL	55	13	33	12	0	25	-12	

Q7 Avez-vous organisé vos vacances en 2012 à l'aide d'un des moyens suivants? (PLUSIEURS RÉPONSES POSSIBLES)

Q7 Did you arrange your holiday in 2012 using any of the following methods? (MULTIPLE ANSWERS POSSIBLE)




































Q7 Wie haben Sie 2012 Ihren Urlaub organisiert? (MEHRFACHNENNUNGEN MÖGLICH)

	%	Par le biais d'une personne que vous connaissez Through someone you know Über jemanden, den Sie kennen		Au guichet d'une compagnie de transport (compagnie aérienne, société de chemin de fer, etc...) Over the counter of a transportation company (airline company, railway company etc...) Am Schalter eines Beförderungs-/Verkehrsunternehmens (Fluggesellschaft, Eisenbahnunternehmen etc.)		Sur place (sur votre lieu de vacances) On-site (place of holidays) Vor Ort (am Urlaubsort)		Autre (NE PAS LIRE) Other (DO NOT READ OUT) Andere (NICHT VORLESEN)		NSP/SR DK/NA Weiß nicht / Keine Angabe	
		Flash EB 370	Diff. Flash EB	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB	Flash EB 370	Diff. Flash EB	Flash EB 370	Diff. Flash EB
			EU 27	21	-1	6	2	11	2	8	0
	BE	29	10	8	3	21	9	4	1	2	-1
	BG	17	-6	3	-1	12	0	7	-11	23	11
	CZ	29	-4	3	-2	14	-1	12	3	8	3
	DK	13	-2	3	-2	4	-2	10	3	5	3
	DE	17	-2	3	-1	10	0	5	0	2	1
	EE	20	-10	8	0	8	-9	21	0	7	2
	IE	12	-6	3	-1	4	-2	1	0	1	1
	EL	19	-1	5	1	13	-2	13	-3	8	5
	ES	19	5	6	4	11	6	11	-1	3	0
	FR	25	-2	8	3	13	2	12	-1	4	-1
	IT	17	-1	4	2	9	2	8	0	5	0
	CY	10	-3	2	2	4	1	9	1	2	-1
	LV	43	3	20	15	16	0	9	1	8	4
	LT	22	-9	5	2	29	8	9	-4	8	3
	LU	24	9	19	11	18	12	7	2	3	1
	HU	30	7	6	3	5	2	17	-5	12	2
	MT	13	-3	6	1	4	2	2	0	2	1
	NL	12	0	1	-1	11	-3	4	-1	2	0
	AT	16	-6	4	2	12	3	6	-1	1	0
	PL	25	-4	6	2	9	-1	13	4	9	-1
	PT	30	-4	7	2	15	-4	11	-2	7	3
	RO	24	-1	2	1	15	2	10	-1	9	2
	SI	22	-3	2	0	13	1	9	1	1	0
	SK	35	0	6	3	12	2	9	-1	11	1
	FI	20	-3	15	5	11	2	3	1	10	3
	SE	22	-3	7	2	14	5	6	1	4	0
	UK	25	4	10	1	10	2	1	-1	3	1
	HR	33	5	8	-7	5	-2	23	8	7	1
	TR	26	0	15	11	8	-4	14	-2	17	1
	MK	18	-5	5	2	30	3	9	-1	4	1
	IS	21	1	5	0	11	1	9	1	10	2
	NO	16	-8	3	-1	7	2	6	3	3	1
	RS	19	-16	6	6	19	4	15	3	3	1
	IL	23	1	7	1	12	3	6	-3	3	-4

Q8 Parmi les éléments suivants, lesquels vous inciteraient à retourner en vacances au même endroit ? (MAX. 3 RÉPONSES)

Q8 Which of the following would make you go back to the same place for a holiday? (MAX. 3 ANSWERS)




































Q8 Was würde Sie dazu veranlassen, am gleichen Ort erneut Urlaub zu machen? Maximal 3 Nennungen!

	%	La qualité de l'hébergement		Les caractéristiques naturelles (paysage, climat, etc.)		Le niveau général des prix	
		The quality of the accommodation		The natural features (landscape, weather conditions, etc)		The general level of prices	
		Die Qualität der Unterkunft		Die Natur (Landschaft, Wetter usw.)		Das allgemeine Preisniveau	
		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
 EU 27		31	-1	44	-6	26	-1
 BE		35	1	42	-6	27	2
 BG		22	-4	44	-6	24	-6
 CZ		32	-4	55	-10	17	-5
 DK		27	-6	50	6	24	-7
 DE		36	0	48	-4	22	-3
 EE		13	1	36	2	23	4
 IE		32	-11	37	-8	32	-7
 EL		27	-4	47	-2	34	-5
 ES		33	-2	45	-5	23	-4
 FR		29	6	48	-6	24	1
 IT		22	2	42	-7	28	7
 CY		20	-5	37	-3	29	0
 LV		18	-6	38	2	31	8
 LT		19	-5	45	-4	27	-3
 LU		36	0	53	8	23	-1
 HU		25	-3	40	-6	23	-2
 MT		20	3	39	-14	21	-4
 NL		33	-8	55	-3	19	-3
 AT		37	1	45	-3	24	0
 PL		22	-7	41	-12	29	-3
 PT		36	-4	49	-5	33	1
 RO		23	-9	38	-4	22	-3
 SI		28	-5	43	-1	21	-3
 SK		29	-4	45	-5	25	6
 FI		27	-4	34	-2	29	-3
 SE		25	-8	36	-8	20	-5
 UK		42	-6	37	-11	32	-1
 HR		25	-4	35	-7	28	-1
 TR		24	-6	32	-8	33	-4
 MK		21	1	20	-4	24	10
 IS		18	-2	42	-1	26	-2
 NO		32	-5	42	-2	25	-5
 RS		34	3	46	4	37	4
 IL		29	-2	36	3	45	6

Q8 Parmi les éléments suivants, lesquels vous inciteraient à retourner en vacances au même endroit ? (MAX. 3 RÉPONSES)

Q8 Which of the following would make you go back to the same place for a holiday? (MAX. 3 ANSWERS)




































Q8 Was würde Sie dazu veranlassen, am gleichen Ort erneut Urlaub zu machen? Maximal 3 Nennungen!

%		L'accueil des touristes (p. ex. convivialité pour les enfants, attention accordée aux clients, acceptation des animaux de compagnie, etc...) How tourists are welcomed (e.g. child friendliness, customer care, "pets-welcomed" policy, etc...) Die Art und Weise, wie mit Touristen umgegangen wird (z.B. Kinderfreundlichkeit, Urlauberbetreuung, Haustiere willkommen usw.)		La qualité des activités/services disponibles (transport, restaurants, loisirs, etc.) The quality of activities/services available (transport, restaurants, leisure activities, etc) Die Qualität der angebotenen Aktivitäten/Dienstleistungen (Transport, Restaurants, Freizeitaktivitäten usw.)		Les attractions culturelles ou historiques Cultural and historical attractions Kulturelle und historische Sehenswürdigkeiten	
		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Flash EB 370	Flash EB 370	
	EU 27	22	-2	20		26	
	BE	30	5	23		25	
	BG	20	2	14		22	
	CZ	20	-6	21		29	
	DK	22	-8	19		33	
	DE	23	0	19		28	
	EE	12	0	13		26	
	IE	24	-4	30		26	
	EL	18	1	19		24	
	ES	18	-2	16		31	
	FR	28	1	16		22	
	IT	25	3	17		25	
	CY	10	-5	13		32	
	LV	28	5	23		35	
	LT	16	-1	12		23	
	LU	27	2	21		28	
	HU	17	-4	16		29	
	MT	22	-1	17		42	
	NL	19	0	17		28	
	AT	25	-3	21		31	
	PL	17	-10	14		20	
	PT	26	-3	20		24	
	RO	14	-7	22		18	
	SI	21	-7	14		19	
	SK	18	-1	25		24	
	FI	17	-6	27		31	
	SE	20	-5	22		32	
	UK	23	-5	31		29	
	HR	10	-9	12		22	
	TR	12	-7	21		23	
	MK	15	-4	3		11	
	IS	14	-11	20		27	
	NO	22	1	27		31	
	RS	19	12	17		17	
	IL	25	2	23		27	

Q8 Parmi les éléments suivants, lesquels vous inciteraient à retourner en vacances au même endroit ? (MAX. 3 RÉPONSES)

Q8 Which of the following would make you go back to the same place for a holiday? (MAX. 3 ANSWERS)

Q8 Was würde Sie dazu veranlassen, am gleichen Ort erneut Urlaub zu machen? Maximal 3 Nennungen!

		L'accessibilité pour les personnes ayant des besoins particuliers (par ex. les personnes handicapées, les personnes âgées, les familles avec enfants) Accessible facilities for people with special needs (e.g. disabled, elderly, families with children) Die zur Verfügung stehenden Einrichtungen für Personen mit besonderen Bedürfnissen (z.B. Behinderte, ältere Personen, Familien mit Kindern)	Je ne retourne pas au même endroit (NE PAS LIRE) I don't go back to the same place (DO NOT READ OUT) Ich werde nicht wieder an denselben Ort zurückkehren (NICHT VORLESEN)	Autre (NE PAS LIRE) Other (DO NOT READ OUT) Andere (NICHT VORLESEN)	NSP/SR DK/NA Weiß nicht / Keine Angabe			
%		Flash EB 370	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
 EU 27		7	4	4	6	-2	7	-3
 BE		8	7	7	5	-2	7	-5
 BG		3	2	2	8	0	9	-1
 CZ		11	4	4	4	0	5	-4
 DK		8	2	2	5	-2	6	-3
 DE		5	3	3	5	-4	8	-2
 EE		2	8	8	13	-14	18	-3
 IE		7	2	2	3	0	3	-2
 EL		4	4	4	7	-4	7	1
 ES		7	2	2	8	-1	6	-1
 FR		5	4	4	8	-1	5	-3
 IT		6	6	6	7	-1	7	-8
 CY		2	4	4	12	-9	6	0
 LV		6	2	2	5	-5	10	-8
 LT		6	3	3	8	-1	11	-2
 LU		10	4	4	8	-1	4	-6
 HU		4	7	7	10	-3	9	-6
 MT		5	5	5	5	-7	7	-2
 NL		5	8	8	7	-1	3	-7
 AT		6	4	4	5	-4	5	-5
 PL		7	3	3	6	3	11	1
 PT		8	1	1	6	-4	10	-5
 RO		5	2	2	4	-2	11	-7
 SI		6	7	7	8	0	4	-2
 SK		8	3	3	4	-2	17	5
 FI		4	2	2	4	0	11	0
 SE		4	3	3	11	1	10	0
 UK		12	2	2	5	0	4	-1
 HR		4	2	2	12	0	8	0
 TR		9	1	1	5	-2	8	-5
 MK		1	4	4	8	3	37	-3
 IS		3	1	1	8	3	13	2
 NO		3	3	3	7	-3	8	-1
 RS		4	2	2	8	-7	8	-9
 IL		3	5	5	4	-5	8	-11

Q9.1 En ce qui concerne vos principales vacances en 2012, dans quelle mesure avez-vous été satisfait(e) de...? Par "principales vacances", nous pensons aux vacances qui ont été les plus importantes pour vous en 2012.




































La qualité de l'hébergement

Q9.1 Thinking about your main holiday in 2012, how satisfied were you with...? By 'main holiday' we mean the holiday that was the most important for you in 2012.

The quality of the accommodation

Q9.1 Wenn Sie an Ihren Haupturlaub 2012 denken, wie zufrieden waren Sie da mit ...? Mit 'Haupturlaub' meinen wir den Urlaub, der für Sie im Jahr 2012 am wichtigsten war.

Der Qualität der Unterkunft

		Très satisfait(e) Very satisfied Sehr zufrieden		Plutôt satisfait(e) Fairly satisfied Ziemlich zufrieden		Plutôt pas satisfait(e) Not very satisfied Nicht sehr zufrieden		Pas du tout satisfait(e) Not at all satisfied Überhaupt nicht zufrieden	
%		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
	EU 27	57	1	35	-2	3	1	1	0
	BE	66	2	31	-2	1	0	1	0
	BG	40	2	39	-2	6	0	0	-1
	CZ	59	5	34	-4	2	-1	1	1
	DK	65	-7	28	6	4	2	1	0
	DE	62	0	32	-2	3	1	1	0
	EE	46	-8	41	10	3	1	0	-1
	IE	68	6	26	-6	2	0	1	0
	EL	30	-2	44	-3	5	-3	2	0
	ES	45	-7	46	6	5	2	1	-1
	FR	57	7	37	-6	2	0	0	-1
	IT	48	0	43	0	4	0	0	-1
	CY	67	8	18	-12	3	0	1	0
	LV	46	2	47	-4	3	0	0	0
	LT	45	4	44	-6	5	1	0	-1
	LU	69	7	25	-8	1	-1	3	2
	HU	56	1	33	-3	1	0	1	0
	MT	69	0	25	0	2	-2	1	1
	NL	62	4	33	-1	2	-1	1	0
	AT	67	-1	28	0	2	0	1	0
	PL	54	3	40	-1	1	0	1	0
	PT	43	-2	51	2	2	0	1	1
	RO	46	3	43	-2	4	-2	1	1
	SI	69	5	28	-4	1	-2	1	1
	SK	53	0	34	-2	2	-1	1	1
	FI	50	5	45	-5	2	0	1	0
	SE	58	-2	37	4	2	0	0	0
	UK	71	4	22	-5	3	1	1	0
	HR	58	-1	34	2	3	-2	2	1
	TR	35	9	40	-5	9	1	2	-3
	MK	73	4	23	-6	1	0	0	-1
	IS	57	-14	34	11	3	-1	1	1
	NO	60	7	37	-3	1	-2	0	-1
	RS	65	-11	25	6	2	0	1	0
	IL	46	-2	44	6	3	-1	1	-1

Q9.1 En ce qui concerne vos principales vacances en 2012, dans quelle mesure avez-vous été satisfait(e) de...?
Par "principales vacances", nous pensons aux vacances qui ont été les plus importantes pour vous en 2012.




































La qualité de l'hébergement

Q9.1 Thinking about your main holiday in 2012, how satisfied were you with...? By 'main holiday' we mean the holiday that was the most important for you in 2012.

The quality of the accommodation

Q9.1 Wenn Sie an Ihren Haupturlaub 2012 denken, wie zufrieden waren Sie da mit ...? Mit 'Haupturlaub' meinen wir den Urlaub, der für Sie im Jahr 2012 am wichtigsten war.

Der Qualität der Unterkunft

%	NSP/SR DK/NA Weiß nicht / Keine Angabe	Total 'Satisfait(e)'		Total 'Pas satisfait(e)'		
		Total 'Satisfied'		Total 'Not satisfied'		
		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370
 EU 27	4	0	92	-1	4	1
 BE	1	0	97	0	2	0
 BG	15	1	79	0	6	-1
 CZ	4	-1	93	1	3	0
 DK	2	-1	93	-1	5	2
 DE	2	1	94	-2	4	1
 EE	10	-2	87	2	3	0
 IE	3	0	94	0	3	0
 EL	19	8	74	-5	7	-3
 ES	3	0	91	-1	6	1
 FR	4	0	94	1	2	-1
 IT	5	1	91	0	4	-1
 CY	11	4	85	-4	4	0
 LV	4	2	93	-2	3	0
 LT	6	2	89	-2	5	0
 LU	2	0	94	-1	4	1
 HU	9	2	89	-2	2	0
 MT	3	1	94	0	3	-1
 NL	2	-2	95	3	3	-1
 AT	2	1	95	-1	3	0
 PL	4	-2	94	2	2	0
 PT	3	-1	94	0	3	1
 RO	6	0	89	1	5	-1
 SI	1	0	97	1	2	-1
 SK	10	2	87	-2	3	0
 FI	2	0	95	0	3	0
 SE	3	-2	95	2	2	0
 UK	3	0	93	-1	4	1
 HR	3	0	92	1	5	-1
 TR	14	-2	75	4	11	-2
 MK	3	3	96	-2	1	-1
 IS	5	3	91	-3	4	0
 NO	2	-1	97	4	1	-3
 RS	7	5	90	-5	3	0
 IL	6	-2	90	4	4	-2




































Q9.2 En ce qui concerne vos principales vacances en 2012, dans quelle mesure avez-vous été satisfait(e) de...? Par "principales vacances", nous pensons aux vacances qui ont été les plus importantes pour vous en 2012. Les caractéristiques naturelles (paysage, climat, , etc.)

Q9.2 Thinking about your main holiday in 2012, how satisfied were you with...? By 'main holiday' we mean the holiday that was the most important for you in 2012.

The natural features (landscape , weather conditions, etc)

Q9.2 Wenn Sie an Ihren Haupturlaub 2012 denken, wie zufrieden waren Sie da mit ...? Mit 'Haupturlaub' meinen wir den Urlaub, der für Sie im Jahr 2012 am wichtigsten war.

Der Natur (Landschaft, Wetter usw.)

	%	Très satisfait(e)		Plutôt satisfait(e)		Plutôt pas satisfait(e)		Pas du tout satisfait(e)	
		Very satisfied		Fairly satisfied		Not very satisfied		Not at all satisfied	
		Sehr zufrieden		Ziemlich zufrieden		Nicht sehr zufrieden		Überhaupt nicht zufrieden	
		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
 EU 27		66	<i>1</i>	29	<i>0</i>	2	<i>-1</i>	1	<i>0</i>
 BE		70	<i>0</i>	27	<i>2</i>	1	<i>-1</i>	1	<i>0</i>
 BG		62	<i>0</i>	26	<i>-1</i>	4	<i>2</i>	0	<i>-1</i>
 CZ		72	<i>6</i>	23	<i>-5</i>	2	<i>-1</i>	0	<i>-1</i>
 DK		74	<i>1</i>	18	<i>-1</i>	3	<i>0</i>	1	<i>0</i>
 DE		72	<i>-1</i>	25	<i>2</i>	2	<i>-1</i>	0	<i>0</i>
 EE		58	<i>-9</i>	33	<i>10</i>	2	<i>0</i>	0	<i>0</i>
 IE		67	<i>0</i>	26	<i>-3</i>	4	<i>2</i>	1	<i>0</i>
 EL		57	<i>1</i>	36	<i>-2</i>	3	<i>0</i>	2	<i>1</i>
 ES		54	<i>-15</i>	42	<i>16</i>	3	<i>1</i>	0	<i>-1</i>
 FR		66	<i>7</i>	29	<i>-5</i>	2	<i>-1</i>	0	<i>-2</i>
 IT		64	<i>0</i>	30	<i>-1</i>	3	<i>0</i>	1	<i>1</i>
 CY		73	<i>1</i>	17	<i>-7</i>	4	<i>3</i>	2	<i>1</i>
 LV		54	<i>0</i>	37	<i>0</i>	8	<i>0</i>	0	<i>0</i>
 LT		57	<i>-6</i>	35	<i>2</i>	6	<i>3</i>	0	<i>0</i>
 LU		67	<i>4</i>	27	<i>-5</i>	4	<i>1</i>	1	<i>0</i>
 HU		63	<i>-8</i>	26	<i>6</i>	3	<i>0</i>	1	<i>1</i>
 MT		72	<i>-3</i>	24	<i>6</i>	2	<i>-3</i>	0	<i>-1</i>
 NL		72	<i>4</i>	24	<i>-2</i>	2	<i>-1</i>	0	<i>-1</i>
 AT		77	<i>0</i>	18	<i>-1</i>	3	<i>1</i>	0	<i>-1</i>
 PL		63	<i>10</i>	32	<i>-4</i>	2	<i>-3</i>	1	<i>-1</i>
 PT		50	<i>-4</i>	46	<i>4</i>	1	<i>-2</i>	1	<i>1</i>
 RO		56	<i>1</i>	37	<i>3</i>	4	<i>-2</i>	0	<i>0</i>
 SI		76	<i>1</i>	22	<i>1</i>	1	<i>-2</i>	1	<i>1</i>
 SK		70	<i>3</i>	18	<i>-5</i>	3	<i>-1</i>	0	<i>-1</i>
 FI		48	<i>-3</i>	45	<i>1</i>	3	<i>1</i>	1	<i>1</i>
 SE		59	<i>-3</i>	34	<i>3</i>	3	<i>0</i>	0	<i>-1</i>
 UK		73	<i>4</i>	21	<i>-5</i>	2	<i>0</i>	2	<i>1</i>
 HR		71	<i>2</i>	20	<i>-3</i>	4	<i>-1</i>	2	<i>1</i>
 TR		48	<i>17</i>	36	<i>-10</i>	9	<i>3</i>	3	<i>-3</i>
 MK		78	<i>0</i>	19	<i>-2</i>	1	<i>0</i>	0	<i>0</i>
 IS		63	<i>-8</i>	27	<i>6</i>	3	<i>1</i>	0	<i>-1</i>
 NO		59	<i>8</i>	35	<i>-8</i>	3	<i>0</i>	1	<i>1</i>
 RS		72	<i>-9</i>	21	<i>7</i>	1	<i>-1</i>	0	<i>-1</i>
 IL		64	<i>11</i>	30	<i>-4</i>	2	<i>-3</i>	1	<i>1</i>

Q9.2 En ce qui concerne vos principales vacances en 2012, dans quelle mesure avez-vous été satisfait(e) de...? Par "principales vacances", nous pensons aux vacances qui ont été les plus importantes pour vous en 2012.




































Les caractéristiques naturelles (paysage, climat, , etc.)

Q9.2 Thinking about your main holiday in 2012, how satisfied were you with...? By 'main holiday' we mean the holiday that was the most important for you in 2012.

The natural features (landscape , weather conditions, etc)

Q9.2 Wenn Sie an Ihren Haupturlaub 2012 denken, wie zufrieden waren Sie da mit ...? Mit 'Haupturlaub' meinen wir den Urlaub, der für Sie im Jahr 2012 am wichtigsten war.

Der Natur (Landschaft, Wetter usw.)

	%	NSP/SR		Total 'Satisfait(e)'		Total 'Pas satisfait(e)'	
		DK/NA		Total 'Satisfied'		Total 'Not satisfied'	
		Weiß nicht / Keine Angabe		Total 'Satisfait(e)'		Total 'Pas satisfait(e)'	
		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
 EU 27		2	0	95	1	3	-1
 BE		1	-1	97	2	2	-1
 BG		8	0	88	-1	4	1
 CZ		3	1	95	1	2	-2
 DK		4	0	92	0	4	0
 DE		1	0	97	1	2	-1
 EE		7	-1	91	1	2	0
 IE		2	1	93	-3	5	2
 EL		2	0	93	-1	5	1
 ES		1	-1	96	1	3	0
 FR		3	1	95	2	2	-3
 IT		2	0	94	-1	4	1
 CY		4	2	90	-6	6	4
 LV		1	0	91	0	8	0
 LT		2	1	92	-4	6	3
 LU		1	0	94	-1	5	1
 HU		7	1	89	-2	4	1
 MT		2	1	96	3	2	-4
 NL		2	0	96	2	2	-2
 AT		2	1	95	-1	3	0
 PL		2	-2	95	6	3	-4
 PT		2	1	96	0	2	-1
 RO		3	-2	93	4	4	-2
 SI		0	-1	98	2	2	-1
 SK		9	4	88	-2	3	-2
 FI		3	0	93	-2	4	2
 SE		4	1	93	0	3	-1
 UK		2	0	94	-1	4	1
 HR		3	1	91	-1	6	0
 TR		4	-7	84	7	12	0
 MK		2	2	97	-2	1	0
 IS		7	2	90	-2	3	0
 NO		2	-1	94	0	4	1
 RS		6	4	93	-2	1	-2
 IL		3	-5	94	7	3	-2

Q9.3 En ce qui concerne vos principales vacances en 2012, dans quelle mesure avez-vous été satisfait(e) de...? Par "principales vacances", nous pensons aux vacances qui ont été les plus importantes pour vous en 2012.




































Le niveau général des prix

Q9.3 Thinking about your main holiday in 2012, how satisfied were you with...? By 'main holiday' we mean the holiday that was the most important for you in 2012.

The general level of prices

Q9.3 Wenn Sie an Ihren Haupturlaub 2012 denken, wie zufrieden waren Sie da mit ...? Mit 'Haupturlaub' meinen wir den Urlaub, der für Sie im Jahr 2012 am wichtigsten war.

Dem allgemeinen Preisniveau

%		Très satisfait(e)		Plutôt satisfait(e)		Plutôt pas satisfait(e)		Pas du tout satisfait(e)	
		Very satisfied		Fairly satisfied		Not very satisfied		Not at all satisfied	
		Sehr zufrieden		Ziemlich zufrieden		Nicht sehr zufrieden		Überhaupt nicht zufrieden	
		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
	EU 27	30	2	53	-1	10	-1	2	0
	BE	45	3	48	-2	5	0	0	-1
	BG	11	-7	52	3	20	2	4	0
	CZ	24	2	59	1	10	-3	1	0
	DK	47	2	41	-2	6	1	1	0
	DE	38	3	51	-4	6	0	1	0
	EE	19	-6	49	2	10	2	1	-1
	IE	38	3	50	-4	8	1	2	1
	EL	17	2	51	5	22	-5	5	-2
	ES	25	-3	50	0	19	4	2	0
	FR	24	4	57	0	10	-3	3	-1
	IT	19	1	59	-2	15	0	2	0
	CY	46	11	39	-13	7	0	3	1
	LV	13	-5	62	4	16	-3	5	2
	LT	21	3	51	0	21	-1	3	-1
	LU	39	9	51	-6	6	-4	2	2
	HU	33	1	43	-2	10	-3	2	1
	MT	44	10	33	-16	14	1	3	1
	NL	42	3	47	-2	6	1	1	0
	AT	47	4	43	-5	7	1	1	0
	PL	21	2	59	0	11	-2	2	0
	PT	18	6	60	-7	14	-2	2	0
	RO	18	3	54	2	20	-1	3	-2
	SI	34	8	50	-7	13	-2	1	0
	SK	27	-1	54	5	9	-5	1	-1
	FI	21	-2	65	3	8	-1	2	0
	SE	31	3	57	0	5	-1	0	0
	UK	45	6	47	-5	4	-1	1	0
	HR	23	-1	44	2	24	-2	5	0
	TR	20	5	35	1	24	-2	8	-1
	MK	39	0	44	-6	11	2	3	2
	IS	21	-2	48	0	18	1	6	-1
	NO	35	9	55	-9	4	-1	2	2
	RS	39	-13	36	2	13	4	4	4
	IL	23	-3	55	6	13	2	4	0

Q9.3 En ce qui concerne vos principales vacances en 2012, dans quelle mesure avez-vous été satisfait(e) de...? Par "principales vacances", nous pensons aux vacances qui ont été les plus importantes pour vous en 2012.




































Le niveau général des prix

Q9.3 Thinking about your main holiday in 2012, how satisfied were you with...? By 'main holiday' we mean the holiday that was the most important for you in 2012.

The general level of prices

Q9.3 Wenn Sie an Ihren Haupturlaub 2012 denken, wie zufrieden waren Sie da mit ...? Mit 'Haupturlaub' meinen wir den Urlaub, der für Sie im Jahr 2012 am wichtigsten war.

Dem allgemeinen Preisniveau

%		NSP/SR		Total 'Satisfait(e)'		Total 'Pas satisfait(e)'	
		DK/NA		Total 'Satisfied'		Total 'Not satisfied'	
		Weiß nicht / Keine Angabe		Total 'Satisfait(e)'		Total 'Pas satisfait(e)'	
		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
	EU 27	5	0	83	1	12	-1
	BE	2	0	93	1	5	-1
	BG	13	2	63	-4	24	2
	CZ	6	0	83	3	11	-3
	DK	5	-1	88	0	7	1
	DE	4	1	89	-1	7	0
	EE	21	3	68	-4	11	1
	IE	2	-1	88	-1	10	2
	EL	5	0	68	7	27	-7
	ES	4	-1	75	-3	21	4
	FR	6	0	81	4	13	-4
	IT	5	1	78	-1	17	0
	CY	5	1	85	-2	10	1
	LV	4	2	75	-1	21	-1
	LT	4	-1	72	3	24	-2
	LU	2	-1	90	3	8	-2
	HU	12	3	76	-1	12	-2
	MT	6	4	77	-6	17	2
	NL	4	-2	89	1	7	1
	AT	2	0	90	-1	8	1
	PL	7	0	80	2	13	-2
	PT	6	3	78	-1	16	-2
	RO	5	-2	72	5	23	-3
	SI	2	1	84	1	14	-2
	SK	9	2	81	4	10	-6
	FI	4	0	86	1	10	-1
	SE	7	-2	88	3	5	-1
	UK	3	0	92	1	5	-1
	HR	4	1	67	1	29	-2
	TR	13	-3	55	6	32	-3
	MK	3	2	83	-6	14	4
	IS	7	2	69	-2	24	0
	NO	4	-1	90	0	6	1
	RS	8	3	75	-11	17	8
	IL	5	-5	78	3	17	2

Q9.4 En ce qui concerne vos principales vacances en 2012, dans quelle mesure avez-vous été satisfait(e) de...? Par "principales vacances", nous pensons aux vacances qui ont été les plus importantes pour vous en 2012.




































L'accueil des touristes (p. ex. convivialité pour les enfants, attention accordée aux clients, acceptation des animaux de compagnie, etc.)

Q9.4 Thinking about your main holiday in 2012, how satisfied were you with...? By 'main holiday' we mean the holiday that was the most important for you in 2012.

How tourists are welcomed (e.g. child friendliness, customer care, "pets-welcomed" policy, etc)

Q9.4 Wenn Sie an Ihren Haupturlaub 2012 denken, wie zufrieden waren Sie da mit ...? Mit 'Haupturlaub' meinen wir den Urlaub, der für Sie im Jahr 2012 am wichtigsten war.

Der Art und Weise, wie mit Touristen umgegangen wird (z.B. der Kinderfreundlichkeit, der Urlauberbetreuung, der "Haustiere willkommen"-Politik usw.)

	%	Très satisfait(e)		Plutôt satisfait(e)		Plutôt pas satisfait(e)		Pas du tout satisfait(e)	
		Very satisfied		Fairly satisfied		Not very satisfied		Not at all satisfied	
		Sehr zufrieden		Ziemlich zufrieden		Nicht sehr zufrieden		Überhaupt nicht zufrieden	
		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
 EU 27		48	1	37	-1	5	1	1	0
 BE		56	1	35	-3	4	2	1	0
 BG		34	-1	40	3	7	-3	2	1
 CZ		51	5	35	-6	5	0	0	0
 DK		64	-2	23	0	4	1	1	1
 DE		55	-1	35	0	3	1	1	1
 EE		37	-1	34	4	1	-2	1	1
 IE		63	2	30	-3	3	1	1	0
 EL		30	0	50	6	6	-5	3	0
 ES		35	-6	43	5	7	2	4	0
 FR		40	4	46	-6	5	2	2	1
 IT		38	3	39	-3	8	3	2	1
 CY		56	7	27	-10	6	1	1	0
 LV		45	3	44	-2	3	-1	0	-1
 LT		45	6	45	0	1	-5	0	-1
 LU		50	5	40	2	3	-4	0	-2
 HU		55	2	25	-6	4	2	0	0
 MT		69	8	22	-9	5	1	0	0
 NL		53	3	36	-2	3	-1	1	1
 AT		66	1	27	-1	2	-1	0	-1
 PL		47	4	40	-2	1	-2	1	1
 PT		32	3	54	3	4	-3	0	-1
 RO		35	0	47	2	9	-1	1	-1
 SI		72	7	22	-5	3	-1	1	-1
 SK		49	-4	34	3	4	-1	1	0
 FI		43	2	45	-5	4	3	0	-1
 SE		51	0	35	2	3	1	0	-1
 UK		65	5	25	-4	2	-1	1	0
 HR		46	1	32	-2	6	-5	1	0
 TR		33	8	34	0	9	-4	5	0
 MK		59	-7	34	10	1	-3	1	-1
 IS		51	1	37	-1	2	-1	0	0
 NO		56	13	37	-4	0	-4	1	0
 RS		60	-20	26	12	5	3	1	1
 IL		44	9	40	0	5	0	2	-1




































Q9.4 En ce qui concerne vos principales vacances en 2012, dans quelle mesure avez-vous été satisfait(e) de...? Par "principales vacances", nous pensons aux vacances qui ont été les plus importantes pour vous en 2012. L'accueil des touristes (p. ex. convivialité pour les enfants, attention accordée aux clients, acceptation des animaux de compagnie, etc.)

Q9.4 Thinking about your main holiday in 2012, how satisfied were you with...? By 'main holiday' we mean the holiday that was the most important for you in 2012.

How tourists are welcomed (e.g. child friendliness, customer care, "pets-welcomed" policy, etc)

Q9.4 Wenn Sie an Ihren Haupturlaub 2012 denken, wie zufrieden waren Sie da mit ...? Mit 'Haupturlaub' meinen wir den Urlaub, der für Sie im Jahr 2012 am wichtigsten war.

Der Art und Weise, wie mit Touristen umgegangen wird (z.B. der Kinderfreundlichkeit, der Urlauberbetreuung, der "Haustiere willkommen"-Politik usw.)

	%	NSP/SR DK/NA Weiß nicht / Keine Angabe		Total 'Satisfait(e)' Total 'Satisfied' Total 'Satisfait(e)'		Total 'Pas satisfait(e)' Total 'Not satisfied' Total 'Pas satisfait(e)'	
		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
	EU 27	9	-1	85	0	6	1
	BE	4	0	91	-2	5	2
	BG	17	0	74	2	9	-2
	CZ	9	1	86	-1	5	0
	DK	8	0	87	-2	5	2
	DE	6	-1	90	-1	4	2
	EE	27	-2	71	3	2	-1
	IE	3	0	93	-1	4	1
	EL	11	-1	80	6	9	-5
	ES	11	-1	78	-1	11	2
	FR	7	-1	86	-2	7	3
	IT	13	-4	77	0	10	4
	CY	10	2	83	-3	7	1
	LV	8	1	89	1	3	-2
	LT	9	0	90	6	1	-6
	LU	7	-1	90	7	3	-6
	HU	16	2	80	-4	4	2
	MT	4	0	91	-1	5	1
	NL	7	-1	89	1	4	0
	AT	5	2	93	0	2	-2
	PL	11	-1	87	2	2	-1
	PT	10	-2	86	6	4	-4
	RO	8	0	82	2	10	-2
	SI	2	0	94	2	4	-2
	SK	12	2	83	-1	5	-1
	FI	8	1	88	-3	4	2
	SE	11	-2	86	2	3	0
	UK	7	0	90	1	3	-1
	HR	15	6	78	-1	7	-5
	TR	19	-4	67	8	14	-4
	MK	5	1	93	3	2	-4
	IS	10	1	88	0	2	-1
	NO	6	-5	93	9	1	-4
	RS	8	4	86	-8	6	4
	IL	9	-8	84	9	7	-1




































Q9.5 En ce qui concerne vos principales vacances en 2012, dans quelle mesure avez-vous été satisfait(e) de...? Par "principales vacances", nous pensons aux vacances qui ont été les plus importantes pour vous en 2012. La qualité des activités/services disponibles (transport, restaurants, loisirs, etc.)

Q9.5 Thinking about your main holiday in 2012, how satisfied were you with...? By 'main holiday' we mean the holiday that was the most important for you in 2012.

The quality of activities/services available (transport, restaurants, leisure activities, etc)

Q9.5 Wenn Sie an Ihren Haupturlaub 2012 denken, wie zufrieden waren Sie da mit ...? Mit 'Haupturlaub' meinen wir den Urlaub, der für Sie im Jahr 2012 am wichtigsten war.

Der Qualität der angebotenen Aktivitäten/Dienstleistungen (Transport, Restaurants, Freizeitaktivitäten usw.)

		Très satisfait(e)	Plutôt satisfait(e)	Plutôt pas satisfait(e)	Pas du tout satisfait(e)
		Very satisfied	Fairly satisfied	Not very satisfied	Not at all satisfied
		Sehr zufrieden	Ziemlich zufrieden	Nicht sehr zufrieden	Überhaupt nicht zufrieden
%		Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370
 EU 27		42	43	6	1
 BE		49	43	4	1
 BG		30	45	9	2
 CZ		50	40	4	0
 DK		57	27	3	1
 DE		41	43	5	1
 EE		32	42	3	0
 IE		63	30	4	1
 EL		24	49	14	2
 ES		34	50	9	1
 FR		33	52	6	2
 IT		36	45	8	2
 CY		61	26	4	1
 LV		37	46	9	1
 LT		34	56	2	0
 LU		48	42	4	1
 HU		47	34	5	1
 MT		68	23	3	0
 NL		47	43	3	1
 AT		58	32	5	0
 PL		41	46	4	1
 PT		24	64	7	0
 RO		31	50	10	2
 SI		53	34	6	1
 SK		43	41	5	0
 FI		39	52	3	0
 SE		48	41	3	1
 UK		61	31	3	1
 HR		45	33	11	2
 TR		29	40	11	5
 MK		56	34	3	1
 IS		48	39	4	0
 NO		50	42	3	0
 RS		59	27	4	0
 IL		42	39	9	3




































Q9.5 En ce qui concerne vos principales vacances en 2012, dans quelle mesure avez-vous été satisfait(e) de...? Par "principales vacances", nous pensons aux vacances qui ont été les plus importantes pour vous en 2012. La qualité des activités/services disponibles (transport, restaurants, loisirs, etc.)

Q9.5 Thinking about your main holiday in 2012, how satisfied were you with...? By 'main holiday' we mean the holiday that was the most important for you in 2012.

The quality of activities/services available (transport, restaurants, leisure activities, etc)

Q9.5 Wenn Sie an Ihren Haupturlaub 2012 denken, wie zufrieden waren Sie da mit ...? Mit 'Haupturlaub' meinen wir den Urlaub, der für Sie im Jahr 2012 am wichtigsten war.

Der Qualität der angebotenen Aktivitäten/Dienstleistungen (Transport, Restaurants, Freizeitaktivitäten usw.)

		NSP/SR DK/NA Weiß nicht / Keine Angabe	Total 'Satisfait(e)' Total 'Satisfied' Total 'Satisfait(e)'	Total 'Pas satisfait(e)' Total 'Not satisfied' Total 'Pas satisfait(e)'
%		Flash EB 370	Flash EB 370	Flash EB 370
	EU 27	8	85	7
	BE	3	92	5
	BG	14	75	11
	CZ	6	90	4
	DK	12	84	4
	DE	10	84	6
	EE	23	74	3
	IE	2	93	5
	EL	11	73	16
	ES	6	84	10
	FR	7	85	8
	IT	9	81	10
	CY	8	87	5
	LV	7	83	10
	LT	8	90	2
	LU	5	90	5
	HU	13	81	6
	MT	6	91	3
	NL	6	90	4
	AT	5	90	5
	PL	8	87	5
	PT	5	88	7
	RO	7	81	12
	SI	6	87	7
	SK	11	84	5
	FI	6	91	3
	SE	7	89	4
	UK	4	92	4
	HR	9	78	13
	TR	15	69	16
	MK	6	90	4
	IS	9	87	4
	NO	5	92	3
	RS	10	86	4
	IL	7	81	12




































Q9.6 En ce qui concerne vos principales vacances en 2012, dans quelle mesure avez-vous été satisfait(e) de...? Par "principales vacances", nous pensons aux vacances qui ont été les plus importantes pour vous en 2012. L'accessibilité pour les personnes ayant des besoins particuliers (par ex. les personnes handicapées, les personnes âgées, les familles avec enfants)

Q9.6 Thinking about your main holiday in 2012, how satisfied were you with...? By 'main holiday' we mean the holiday that was the most important for you in 2012.

Accessible facilities for people with special needs (e.g. disabled, elderly, families with children)

Q9.6 Wenn Sie an Ihren Haupturlaub 2012 denken, wie zufrieden waren Sie da mit ...? Mit 'Haupturlaub' meinen wir den Urlaub, der für Sie im Jahr 2012 am wichtigsten war.

Den zur Verfügung stehenden Einrichtungen für Personen mit besonderen Bedürfnissen (z.B. Behinderte, ältere Personen, Familien mit Kindern)

		Très satisfait(e) Very satisfied Sehr zufrieden	Plutôt satisfait(e) Fairly satisfied Ziemlich zufrieden	Plutôt pas satisfait(e) Not very satisfied Nicht sehr zufrieden	Pas du tout satisfait(e) Not at all satisfied Überhaupt nicht zufrieden
%		Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370
	EU 27	21	29	8	3
	BE	31	31	9	3
	BG	11	16	14	9
	CZ	24	31	8	1
	DK	23	16	6	1
	DE	22	26	4	2
	EE	7	6	2	0
	IE	31	25	7	3
	EL	12	25	14	13
	ES	17	32	13	6
	FR	17	39	11	4
	IT	18	28	7	4
	CY	33	19	3	3
	LV	18	28	15	4
	LT	17	40	9	3
	LU	26	34	7	3
	HU	25	21	5	2
	MT	34	17	7	1
	NL	21	29	8	2
	AT	26	19	4	1
	PL	21	35	6	1
	PT	13	51	11	2
	RO	15	34	10	4
	SI	32	24	8	3
	SK	25	28	6	2
	FI	22	41	4	1
	SE	13	18	5	2
	UK	31	23	5	2
	HR	15	23	11	5
	TR	26	29	15	9
	MK	30	29	5	3
	IS	10	26	6	1
	NO	14	21	8	2
	RS	32	19	5	1
	IL	12	20	3	4




































Q9.6 En ce qui concerne vos principales vacances en 2012, dans quelle mesure avez-vous été satisfait(e) de...? Par "principales vacances", nous pensons aux vacances qui ont été les plus importantes pour vous en 2012. L'accessibilité pour les personnes ayant des besoins particuliers (par ex. les personnes handicapées, les personnes âgées, les familles avec enfants)

Q9.6 Thinking about your main holiday in 2012, how satisfied were you with...? By 'main holiday' we mean the holiday that was the most important for you in 2012.

Accessible facilities for people with special needs (e.g. disabled, elderly, families with children)

Q9.6 Wenn Sie an Ihren Haupturlaub 2012 denken, wie zufrieden waren Sie da mit ...? Mit 'Haupturlaub' meinen wir den Urlaub, der für Sie im Jahr 2012 am wichtigsten war.




































Den zur Verfügung stehenden Einrichtungen für Personen mit besonderen Bedürfnissen (z.B. Behinderte, ältere Personen, Familien mit Kindern)

		NSP/SR DK/NA Weiß nicht / Keine Angabe	Total 'Satisfait(e)' Total 'Satisfied' Total 'Satisfait(e)'	Total 'Pas satisfait(e)' Total 'Not satisfied' Total 'Pas satisfait(e)'
%		Flash EB 370	Flash EB 370	Flash EB 370
 EU 27		39	50	11
 BE		26	62	12
 BG		50	27	23
 CZ		36	55	9
 DK		54	39	7
 DE		46	48	6
 EE		85	13	2
 IE		34	56	10
 EL		36	37	27
 ES		32	49	19
 FR		29	56	15
 IT		43	46	11
 CY		42	52	6
 LV		35	46	19
 LT		31	57	12
 LU		30	60	10
 HU		47	46	7
 MT		41	51	8
 NL		40	50	10
 AT		50	45	5
 PL		37	56	7
 PT		23	64	13
 RO		37	49	14
 SI		33	56	11
 SK		39	53	8
 FI		32	63	5
 SE		62	31	7
 UK		39	54	7
 HR		46	38	16
 TR		21	55	24
 MK		33	59	8
 IS		57	36	7
 NO		55	35	10
 RS		43	51	6
 IL		61	32	7

Q10 Parmi les sources d'information suivantes, lesquelles sont les plus importantes à vos yeux lorsque vous prenez une décision concernant vos projets de vacances? (MAX. 3 RÉPONSES)

Q10 Of the following information sources, which do you consider to be the most important when you make a decision about your travel plans? (MAX. 3 ANSWERS)




































Q10 Welche der folgenden Informationsquellen halten Sie für am wichtigsten, wenn Sie eine Entscheidung über Ihre Reisepläne treffen? Maximal 3 Nennungen!

	%	Votre expérience personnelle		Les recommandations d'amis, de collègues ou de membres de votre famille		Les guides et les magazines payants	
		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
 EU 27		34	2	56	4	8	1
 BE		38	11	51	3	9	3
 BG		28	-4	54	1	1	0
 CZ		40	-4	64	3	4	0
 DK		29	-1	52	-3	9	1
 DE		38	5	56	5	11	1
 EE		26	-1	56	1	2	0
 IE		30	-3	58	-1	6	-1
 EL		35	2	60	9	6	2
 ES		29	0	63	9	6	1
 FR		31	5	55	0	9	0
 IT		30	4	47	12	7	3
 CY		32	3	41	1	6	1
 LV		30	-1	68	2	2	-3
 LT		26	0	59	-2	2	1
 LU		44	14	51	8	11	5
 HU		39	4	58	6	6	1
 MT		26	1	41	2	4	-2
 NL		35	5	50	2	8	-2
 AT		34	4	60	6	11	0
 PL		34	-2	59	-4	5	0
 PT		32	0	63	1	10	-1
 RO		28	0	49	-2	5	1
 SI		38	-4	50	-6	7	2
 SK		44	7	59	4	6	3
 FI		32	-3	55	7	7	1
 SE		39	6	61	1	9	0
 UK		41	4	58	3	9	2
 HR		34	-7	50	-11	2	-1
 TR		19	-3	55	2	3	0
 MK		31	-1	34	2	2	0
 IS		38	-3	59	3	6	0
 NO		40	0	56	1	11	3
 RS		47	2	62	17	3	1
 IL		34	8	62	11	12	4

Q10 Parmi les sources d'information suivantes, lesquelles sont les plus importantes à vos yeux lorsque vous prenez une décision concernant vos projets de vacances? (MAX. 3 RÉPONSES)

Q10 Of the following information sources, which do you consider to be the most important when you make a decision about your travel plans? (MAX. 3 ANSWERS)




































Q10 Welche der folgenden Informationsquellen halten Sie für am wichtigsten, wenn Sie eine Entscheidung über Ihre Reisepläne treffen? Maximal 3 Nennungen!

	%	Les catalogues et les prospectus gratuits		Les sites Internet		Les sites de médias sociaux	
		Free catalogues, brochures		Internet websites		Social media sites	
		Kostenlose Kataloge, Broschüren		Webseiten im Internet		Soziale Medien/Soziale Netzwerke im Internet	
		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
 EU 27		11	0	46	6	5	0
 BE		18	1	49	9	4	2
 BG		4	1	32	4	5	2
 CZ		15	0	52	3	3	1
 DK		12	-1	57	2	3	-2
 DE		13	-1	47	6	6	-1
 EE		5	2	55	4	5	-1
 IE		10	2	48	6	5	1
 EL		7	1	44	7	7	-1
 ES		5	-1	44	6	7	2
 FR		11	0	43	2	3	1
 IT		11	3	46	6	4	1
 CY		6	-5	42	9	7	-5
 LV		10	-2	47	3	6	1
 LT		7	1	41	5	4	1
 LU		19	3	51	13	3	0
 HU		12	3	41	5	4	1
 MT		18	-1	46	4	3	-1
 NL		16	-2	63	7	8	0
 AT		16	0	49	7	6	1
 PL		7	-2	40	-1	5	1
 PT		8	-2	38	6	10	4
 RO		6	1	24	0	8	3
 SI		17	2	31	5	6	1
 SK		15	4	47	7	8	6
 FI		16	3	63	4	7	0
 SE		11	1	57	7	11	0
 UK		17	4	53	14	4	0
 HR		7	0	35	2	3	1
 TR		9	1	32	2	7	2
 MK		5	2	27	6	10	-1
 IS		14	1	60	9	4	0
 NO		8	-1	52	3	6	-1
 RS		2	-1	25	18	1	0
 IL		9	0	54	16	8	4

Q10 Parmi les sources d'information suivantes, lesquelles sont les plus importantes à vos yeux lorsque vous prenez une décision concernant vos projets de vacances? (MAX. 3 RÉPONSES)

Q10 Of the following information sources, which do you consider to be the most important when you make a decision about your travel plans? (MAX. 3 ANSWERS)




































Q10 Welche der folgenden Informationsquellen halten Sie für am wichtigsten, wenn Sie eine Entscheidung über Ihre Reisepläne treffen? Maximal 3 Nennungen!

	%	Les agences de voyage / les offices de tourisme		Les journaux, la radio et la télévision		Autre (NE PAS LIRE)		NSP/SR	
		Travel agencies / Tourism offices		Newspaper, radio, TV		Other (DO NOT READ OUT)		DK/NA	
		Reisebüros/Fremdenverkehr rsämter		Zeitung, Radio, Fernsehen		Andere (NICHT VORLESEN)		Weiß nicht / Keine Angabe	
		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
 EU 27		21	5	9	2	2	0	4	0
 BE		25	5	11	6	3	1	4	-3
 BG		7	0	9	-1	4	2	6	1
 CZ		13	0	8	0	1	0	2	-1
 DK		9	-1	10	-1	2	0	4	0
 DE		28	6	10	2	1	0	3	0
 EE		14	0	9	2	4	0	11	-1
 IE		14	6	8	-3	1	1	1	0
 EL		15	2	10	0	2	-1	3	-2
 ES		30	6	7	2	2	0	3	1
 FR		20	8	10	2	3	-1	3	-2
 IT		24	2	5	2	2	0	5	0
 CY		14	-6	4	-3	3	0	2	0
 LV		18	8	18	8	2	1	4	0
 LT		12	3	9	-4	3	2	7	1
 LU		29	6	14	9	1	-3	2	-1
 HU		4	-1	7	0	2	-2	5	-3
 MT		19	1	10	-2	2	0	6	2
 NL		17	3	7	1	2	0	3	0
 AT		28	1	9	2	2	0	2	-1
 PL		10	3	8	1	2	1	4	0
 PT		26	4	13	0	2	-1	6	-2
 RO		19	3	10	1	1	-1	7	0
 SI		18	1	7	0	3	1	2	0
 SK		19	5	15	8	1	-1	2	-2
 FI		12	4	14	1	1	0	3	0
 SE		9	-1	13	1	2	0	3	-1
 UK		19	9	10	5	2	1	3	0
 HR		8	-3	6	-3	4	2	7	2
 TR		13	4	15	0	2	0	4	-4
 MK		20	8	9	0	4	3	8	-9
 IS		11	5	9	3	0	-1	2	-1
 NO		5	-2	13	7	3	1	2	0
 RS		15	0	3	0	3	-1	7	-8
 IL		16	3	12	3	2	0	2	-12

Q11 En 2013, quels types de vacances avez-vous l'intention de prendre ? (PLUSIEURS RÉPONSES POSSIBLES)

Q11 In 2013, which of the following types of holidays do you plan to take? (MULTIPLE ANSWERS POSSIBLE)




































Q11 Welche Arten von Urlaub planen Sie für 2013? (MEHRFACHNENNUNGEN MÖGLICH)

	%	Vacances de plus de 13 nuits consécutives Holidays with more than 13 consecutive nights away Urlaub mit mehr als 13 aufeinanderfolgenden Übernachtungen weg von zu Hause		Vacances de 4 à 13 nuits consécutives Holidays between 4 and 13 consecutive nights away Urlaub mit 4 bis 13 aufeinanderfolgenden Übernachtungen weg von zu Hause		Séjour de courte durée (max. 3 nuits consécutives) Short-stay trip (up to 3 consecutive nights away) Kurzurlaub (bis zu 3 Übernachtungen weg von zu Hause)	
		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
 EU 27		20	1	42	1	29	2
 BE		27	9	50	7	36	10
 BG		4	-1	36	2	26	-5
 CZ		13	1	51	1	23	-3
 DK		22	2	43	-10	19	-3
 DE		26	3	46	0	25	0
 EE		9	-2	26	-3	17	-7
 IE		25	2	52	0	29	-4
 EL		10	0	28	5	26	-2
 ES		13	-2	33	1	29	1
 FR		25	-1	39	1	19	2
 IT		15	2	36	2	24	8
 CY		7	-4	38	-1	14	-2
 LV		11	1	30	6	46	4
 LT		11	2	30	-2	35	0
 LU		37	8	59	19	32	16
 HU		5	1	24	0	33	0
 MT		5	-2	36	4	15	4
 NL		35	-4	48	0	26	-4
 AT		21	2	47	2	32	4
 PL		16	2	41	1	33	1
 PT		13	2	25	-2	27	-1
 RO		9	0	33	0	35	4
 SI		13	-4	52	-3	23	1
 SK		12	2	47	2	25	4
 FI		15	-3	47	-1	43	-1
 SE		23	-1	56	7	29	-1
 UK		29	3	60	5	44	1
 HR		13	-2	37	-2	21	-8
 TR		10	-1	19	-4	45	9
 MK		11	-2	38	1	13	-2
 IS		18	3	42	6	30	11
 NO		42	7	51	-4	29	-2
 RS		7	-1	40	16	2	-3
 IL		14	0	34	5	30	1

Q11 En 2013, quels types de vacances avez-vous l'intention de prendre ? (PLUSIEURS RÉPONSES POSSIBLES)

Q11 In 2013, which of the following types of holidays do you plan to take? (MULTIPLE ANSWERS POSSIBLE)




































Q11 Welche Arten von Urlaub planen Sie für 2013? (MEHRFACHNENNUNGEN MÖGLICH)

%		Vous n'avez pas encore décidé (NE PAS LIRE)		Vous ne partirez pas en vacances (NE PAS LIRE)		NSP/SR	
		No decisions yet (DO NOT READ OUT)		No trip at all (DO NOT READ OUT)		DK/NA	
		Noch keine Entscheidung getroffen (NICHT VORLESEN)		Überhaupt kein Urlaub geplant (NICHT VORLESEN)		Weiß nicht / Keine Angabe	
		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
	EU 27	10	-2	16	1	2	0
	BE	8	-2	16	-1	2	-2
	BG	14	3	21	3	3	-1
	CZ	5	-1	15	0	2	-1
	DK	17	-3	12	4	1	0
	DE	8	-2	16	1	1	0
	EE	21	-4	29	10	1	-1
	IE	5	-4	8	1	0	0
	EL	14	-4	25	0	1	0
	ES	12	1	21	3	2	-2
	FR	12	-4	15	3	2	0
	IT	16	-4	17	-3	1	-1
	CY	24	1	18	5	1	-1
	LV	5	-8	17	0	2	1
	LT	9	-4	17	2	2	0
	LU	9	-8	9	2	2	0
	HU	14	0	28	-1	1	0
	MT	22	-1	20	-6	5	3
	NL	8	0	9	0	1	0
	AT	7	-1	13	0	1	0
	PL	7	-1	13	0	1	-1
	PT	16	1	26	-1	3	-1
	RO	9	-3	15	-2	3	2
	SI	12	4	11	-2	1	0
	SK	8	-2	18	2	1	-1
	FI	8	2	7	-1	1	1
	SE	11	-2	6	-1	1	0
	UK	8	-1	11	1	1	0
	HR	10	2	21	5	2	1
	TR	8	-2	15	-3	4	0
	MK	17	-1	22	0	1	0
	IS	13	-19	2	-2	2	0
	NO	8	0	4	2	0	-1
	RS	15	-2	35	-10	0	-2
	IL	17	5	11	2	3	-13

Q12A Dans quel pays prévoyez-vous de passer vos principales vacances en 2013 ? Par "principales vacances", nous pensons aux vacances qui seront les plus importantes pour vous en 2013. (NE PAS LIRE)

Q12A In which country do you plan to spend your main holiday in 2013? By 'main holiday' we mean the holiday that will be the most important for you in 2013. (DO NOT READ OUT)




































Q12A In welchem Land planen Sie 2013 Ihren Haupturlaub zu verbringen? Mit 'Haupturlaub' meinen wir den Urlaub, der für Sie im Jahr 2013 am wichtigsten sein wird. (NICHT VORLESEN)

		En [NOTRE PAYS] In [OUR COUNTRY] In [UNSEREM LAND]	Autriche Austria Österreich	Belgique Belgium Belgien	Bulgarie Bulgaria Bulgarien	Chypre Cyprus Zypern	République tchèque Czech Republic Tschechische Republik
%		Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370
	EU 27	41	1	0	1	0	0
	BE	10	2	0	0	0	0
	BG	68	0	0	0	0	0
	CZ	35	3	0	2	0	0
	DK	20	2	0	0	0	1
	DE	26	5	0	0	0	1
	EE	25	1	0	3	0	0
	IE	15	1	0	0	0	0
	EL	79	0	0	1	0	0
	ES	64	0	0	0	0	1
	FR	59	1	0	0	0	0
	IT	55	0	0	0	0	0
	CY	19	1	0	1	0	0
	LV	26	2	0	0	0	1
	LT	39	1	0	0	0	1
	LU	0	3	3	0	0	0
	HU	58	2	0	0	0	0
	MT	5	0	1	1	1	0
	NL	17	2	2	0	0	0
	AT	24	0	0	0	0	0
	PL	54	1	0	1	0	0
	PT	54	0	0	0	0	0
	RO	47	1	0	3	0	0
	SI	24	1	0	0	0	0
	SK	25	2	0	4	0	3
	FI	34	1	0	0	0	0
	SE	35	1	0	0	0	0
	UK	25	0	0	1	2	0
	HR	68	1	0	0	0	1
	TR	63	0	0	0	1	0
	MK	24	1	0	7	0	0
	IS	29	2	0	0	0	0
	NO	24	0	0	0	0	0
	RS	19	1	0	0	0	0
	IL	28	0	0	1	0	2

Q12A Dans quel pays prévoyez-vous de passer vos principales vacances en 2013 ? Par "principales vacances", nous pensons aux vacances qui seront les plus importantes pour vous en 2013. (NE PAS LIRE)

Q12A In which country do you plan to spend your main holiday in 2013? By 'main holiday' we mean the holiday that will be the most important for you in 2013. (DO NOT READ OUT)




































Q12A In welchem Land planen Sie 2013 Ihren Haupturlaub zu verbringen? Mit 'Haupturlaub' meinen wir den Urlaub, der für Sie im Jahr 2013 am wichtigsten sein wird. (NICHT VORLESEN)

		Danemark	Estonie	Finlande	France	Allemagne	Grèce
		Denmark	Estonia	Finland	France	Germany	Greece
		Dänemark	Estland	Finnland	Frankreich	Deutschland	Griechenland
%		Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370
	EU 27	0	0	0	4	1	2
	BE	0	0	0	24	3	2
	BG	1	0	0	1	1	8
	CZ	0	0	0	3	0	4
	DK	0	0	0	5	4	3
	DE	1	0	0	4	0	2
	EE	1	0	5	1	1	0
	IE	0	0	0	7	1	1
	EL	0	0	0	1	1	0
	ES	0	0	0	4	2	0
	FR	0	0	0	0	1	1
	IT	1	0	0	5	1	2
	CY	0	0	0	3	0	32
	LV	0	5	1	2	5	1
	LT	0	0	0	1	2	1
	LU	0	0	0	12	3	2
	HU	0	0	0	1	1	2
	MT	0	0	0	5	3	1
	NL	0	0	0	13	3	2
	AT	0	0	0	3	2	4
	PL	0	0	0	1	3	2
	PT	0	0	0	5	1	0
	RO	0	0	0	4	4	5
	SI	0	0	0	1	2	2
	SK	0	0	0	1	2	4
	FI	0	5	0	2	3	3
	SE	1	0	2	2	1	2
	UK	0	0	0	3	1	3
	HR	0	0	0	2	1	3
	TR	0	0	0	2	3	1
	MK	0	0	0	1	3	9
	IS	6	0	0	1	4	1
	NO	2	0	1	4	1	5
	RS	0	0	0	1	1	30
	IL	0	0	0	2	2	1

Q12A Dans quel pays prévoyez-vous de passer vos principales vacances en 2013 ? Par "principales vacances", nous pensons aux vacances qui seront les plus importantes pour vous en 2013. (NE PAS LIRE)

Q12A In which country do you plan to spend your main holiday in 2013? By 'main holiday' we mean the holiday that will be the most important for you in 2013. (DO NOT READ OUT)




































Q12A In welchem Land planen Sie 2013 Ihren Haupturlaub zu verbringen? Mit 'Haupturlaub' meinen wir den Urlaub, der für Sie im Jahr 2013 am wichtigsten sein wird. (NICHT VORLESEN)

		Hongrie Hungary Ungarn	Irlande Ireland Irland	Italie Italy Italien	Lettonie Latvia Lettland	Lituanie Lithuania Litauen	Luxembourg Luxembourg Luxemburg
%		Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370
	EU 27	0	0	4	0	0	0
	BE	0	0	9	0	0	0
	BG	0	0	3	0	0	0
	CZ	1	0	7	0	0	0
	DK	0	0	6	0	0	0
	DE	1	1	7	0	0	0
	EE	1	1	7	1	1	0
	IE	0	0	4	0	0	0
	EL	1	0	3	0	0	0
	ES	0	0	3	0	0	0
	FR	0	0	4	0	0	0
	IT	0	0	0	0	0	0
	CY	1	0	3	0	0	0
	LV	0	0	4	0	3	0
	LT	0	0	3	3	0	0
	LU	0	0	11	0	0	0
	HU	0	0	4	0	0	0
	MT	0	1	20	0	0	0
	NL	0	1	7	0	0	0
	AT	1	1	11	0	0	0
	PL	1	0	4	0	0	0
	PT	0	1	2	0	0	0
	RO	2	0	8	0	0	0
	SI	0	0	3	0	0	0
	SK	3	0	5	0	0	0
	FI	1	0	3	0	0	0
	SE	0	0	5	0	0	0
	UK	0	1	3	0	0	0
	HR	0	1	3	0	0	0
	TR	0	0	2	0	0	0
	MK	0	0	2	0	0	1
	IS	0	0	3	0	0	0
	NO	0	1	4	1	0	0
	RS	2	0	0	0	0	0
	IL	0	0	5	0	0	0

Q12A Dans quel pays prévoyez-vous de passer vos principales vacances en 2013 ? Par "principales vacances", nous pensons aux vacances qui seront les plus importantes pour vous en 2013. (NE PAS LIRE)

Q12A In which country do you plan to spend your main holiday in 2013? By 'main holiday' we mean the holiday that will be the most important for you in 2013. (DO NOT READ OUT)




































Q12A In welchem Land planen Sie 2013 Ihren Haupturlaub zu verbringen? Mit 'Haupturlaub' meinen wir den Urlaub, der für Sie im Jahr 2013 am wichtigsten sein wird. (NICHT VORLESEN)

		Malte	Pays-Bas	Pologne	Portugal	Roumanie
		Malta	Netherlands	Poland	Portugal	Romania
		Malta	Niederlande	Polen	Portugal	Rumänien
%		Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370
	EU 27	0	0	0	1	0
	BE	0	2	0	1	0
	BG	0	0	0	0	0
	CZ	0	0	0	0	0
	DK	0	1	1	2	0
	DE	0	1	1	1	0
	EE	0	1	0	0	0
	IE	1	1	1	4	0
	EL	0	0	0	0	0
	ES	0	1	0	2	0
	FR	0	0	0	2	0
	IT	0	0	0	1	1
	CY	0	0	0	1	0
	LV	0	1	1	0	0
	LT	0	1	2	0	0
	LU	0	1	1	16	0
	HU	0	1	0	0	2
	MT	0	2	0	0	0
	NL	0	0	0	3	1
	AT	0	0	0	0	0
	PL	0	0	0	0	0
	PT	0	1	0	0	1
	RO	0	0	0	0	0
	SI	0	1	0	0	0
	SK	0	0	0	0	1
	FI	0	0	0	1	0
	SE	0	0	0	1	0
	UK	0	0	0	2	0
	HR	0	0	0	1	0
	TR	0	1	0	0	0
	MK	0	0	0	0	0
	IS	0	1	0	1	0
	NO	0	0	0	1	0
	RS	0	0	0	0	0
	IL	0	2	0	0	1

Q12A Dans quel pays prévoyez-vous de passer vos principales vacances en 2013 ? Par "principales vacances", nous pensons aux vacances qui seront les plus importantes pour vous en 2013. (NE PAS LIRE)

Q12A In which country do you plan to spend your main holiday in 2013? By 'main holiday' we mean the holiday that will be the most important for you in 2013. (DO NOT READ OUT)




































Q12A In welchem Land planen Sie 2013 Ihren Haupturlaub zu verbringen? Mit 'Haupturlaub' meinen wir den Urlaub, der für Sie im Jahr 2013 am wichtigsten sein wird. (NICHT VORLESEN)

		Slovaquie Slovakia Slowakei	Slovénie Slovenia Slowenien	Espagne Spain Spanien	Suède Sweden Schweden	Royaume Uni United Kingdom Vereinigtes Königreich
%		Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370
	EU 27	0	0	7	0	2
	BE	0	0	12	0	2
	BG	0	0	2	0	1
	CZ	5	1	3	0	1
	DK	0	0	10	2	2
	DE	0	0	8	0	1
	EE	3	0	4	2	2
	IE	0	0	21	0	7
	EL	0	0	2	0	2
	ES	0	0	0	0	3
	FR	0	0	6	0	1
	IT	0	0	5	0	2
	CY	0	0	3	0	6
	LV	0	0	3	5	7
	LT	1	0	4	1	4
	LU	0	0	10	0	2
	HU	0	0	2	1	1
	MT	0	1	6	1	17
	NL	0	0	7	1	2
	AT	0	0	4	1	1
	PL	1	0	4	1	3
	PT	0	0	7	0	2
	RO	0	0	6	0	1
	SI	0	0	1	0	0
	SK	0	0	2	1	1
	FI	0	0	9	4	2
	SE	0	0	9	0	1
	UK	0	0	13	0	0
	HR	0	2	1	0	1
	TR	0	0	1	0	1
	MK	0	1	2	0	0
	IS	0	0	12	2	4
	NO	0	0	16	2	2
	RS	0	0	2	0	0
	IL	0	0	5	0	2

Q12A Dans quel pays prévoyez-vous de passer vos principales vacances en 2013 ? Par "principales vacances", nous pensons aux vacances qui seront les plus importantes pour vous en 2013. (NE PAS LIRE)

Q12A In which country do you plan to spend your main holiday in 2013? By 'main holiday' we mean the holiday that will be the most important for you in 2013. (DO NOT READ OUT)




































Q12A In welchem Land planen Sie 2013 Ihren Haupturlaub zu verbringen? Mit 'Haupturlaub' meinen wir den Urlaub, der für Sie im Jahr 2013 am wichtigsten sein wird. (NICHT VORLESEN)

		Croatie	Inde	Maroc	Thaïlande
		Croatia	India	Morocco	Thailand
		Kroatien	Indien	Marokko	Thailand
%		Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370
	EU 27	2	0	0	1
	BE	1	0	1	1
	BG	0	0	0	0
	CZ	7	0	0	0
	DK	1	0	0	1
	DE	3	0	0	1
	EE	1	1	0	2
	IE	0	0	0	1
	EL	0	0	0	0
	ES	0	0	0	0
	FR	1	0	2	1
	IT	1	0	1	0
	CY	0	0	0	0
	LV	1	0	0	0
	LT	1	0	0	1
	LU	0	0	0	1
	HU	4	0	0	0
	MT	0	0	1	1
	NL	1	0	1	1
	AT	7	0	0	1
	PL	3	0	0	0
	PT	0	0	1	0
	RO	1	0	0	0
	SI	40	1	0	1
	SK	20	0	0	1
	FI	1	0	0	2
	SE	2	0	0	3
	UK	0	1	0	1
	HR	0	0	0	0
	TR	0	0	0	0
	MK	3	0	0	0
	IS	0	0	0	0
	NO	2	0	0	3
	RS	5	0	0	1
	IL	0	1	1	4

Q12A Dans quel pays prévoyez-vous de passer vos principales vacances en 2013 ? Par "principales vacances", nous pensons aux vacances qui seront les plus importantes pour vous en 2013. (NE PAS LIRE)

Q12A In which country do you plan to spend your main holiday in 2013? By 'main holiday' we mean the holiday that will be the most important for you in 2013. (DO NOT READ OUT)




































Q12A In welchem Land planen Sie 2013 Ihren Haupturlaub zu verbringen? Mit 'Haupturlaub' meinen wir den Urlaub, der für Sie im Jahr 2013 am wichtigsten sein wird. (NICHT VORLESEN)

		Dans un autre pays hors de l'UE27	NSP/SR	Dans l'UE27	Total 'Dans un autre pays hors de l'UE27'
		In another country outside the EU27	DK/NA	In the EU27	Total 'In another country outside the EU27'
		IN EINEM ANDEREN LAND AUSSERHALB DER EUROPÄISCHEN UNION	Weiß nicht / Keine Angabe	Dans l'UE27	Total 'Dans un autre pays hors de l'UE27'
%		Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370
	EU 27	15	13	27	18
	BE	17	12	58	20
	BG	5	9	18	5
	CZ	11	15	32	18
	DK	24	13	40	27
	DE	22	14	34	26
	EE	22	12	37	26
	IE	20	14	50	22
	EL	4	6	11	4
	ES	8	8	19	9
	FR	13	8	16	17
	IT	9	14	20	11
	CY	9	19	53	9
	LV	13	17	43	14
	LT	12	19	28	14
	LU	15	13	69	18
	HU	4	15	19	8
	MT	13	19	62	15
	NL	16	20	45	18
	AT	21	17	29	30
	PL	8	12	23	12
	PT	10	15	20	11
	RO	7	12	34	8
	SI	6	15	12	49
	SK	10	15	30	30
	FI	11	15	36	14
	SE	17	16	27	23
	UK	28	15	31	30
	HR	7	7	18	7
	TR	9	16	12	9
	MK	31	15	27	34
	IS	16	16	38	16
	NO	19	13	39	23
	RS	24	11	40	30
	IL	17	23	26	23

Q12B Dans quel autre ou quels autres pays prévoyez-vous de passer des vacances en 2013 ? (NE PAS LIRE - PLUSIEURS RÉPONSES POSSIBLES)

Q12B And in which other country or countries do you plan to take a holiday in 2013? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)




































Q12B Und in welchem anderen Land bzw. welchen anderen Ländern planen Sie darüber hinaus 2013 einen Urlaub zu verbringen? (NICHT VORLESEN - MEHRFACHNENNUNGEN MÖGLICH)

		En [NOTRE PAYS] In [OUR COUNTRY] In [UNSEREM LAND]	Autriche Austria Österreich	Belgique Belgium Belgien	Bulgarie Bulgaria Bulgarien	Chypre Cyprus Zypern	République tchèque Czech Republic Tschechische Republik
%		Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370
	EU 27	10	2	1	0	0	1
	BE	5	2	0	0	0	0
	BG	6	0	0	0	0	1
	CZ	11	5	0	1	0	0
	DK	11	1	1	0	0	1
	DE	14	9	1	0	0	1
	EE	11	0	0	0	0	0
	IE	15	1	1	0	0	0
	EL	4	0	0	2	1	0
	ES	6	1	0	0	0	0
	FR	9	1	1	0	0	0
	IT	7	1	0	0	0	0
	CY	8	1	0	1	0	0
	LV	7	0	0	0	0	0
	LT	6	0	0	0	0	0
	LU	0	4	6	1	0	0
	HU	5	2	0	0	0	0
	MT	6	1	1	1	0	0
	NL	10	6	4	0	0	0
	AT	16	0	1	0	0	1
	PL	8	1	0	1	0	2
	PT	5	1	1	0	0	0
	RO	4	1	1	2	0	0
	SI	11	3	0	0	0	0
	SK	11	4	0	3	0	7
	FI	13	0	0	0	0	1
	SE	13	2	1	0	0	0
	UK	14	1	1	0	0	0
	HR	10	3	0	0	0	0
	TR	2	0	0	1	0	0
	MK	3	2	0	2	0	1
	IS	7	1	1	0	0	0
	NO	21	1	1	1	0	0
	RS	18	2	0	2	0	1
	IL	4	1	1	1	1	2

Q12B Dans quel autre ou quels autres pays prévoyez-vous de passer des vacances en 2013 ? (NE PAS LIRE - PLUSIEURS RÉPONSES POSSIBLES)

Q12B And in which other country or countries do you plan to take a holiday in 2013? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)




































Q12B Und in welchem anderen Land bzw. welchen anderen Ländern planen Sie darüber hinaus 2013 einen Urlaub zu verbringen? (NICHT VORLESEN - MEHRFACHNENNUNGEN MÖGLICH)

		Danemark	Estonie	Finlande	France	Allemagne	Grèce
		Denmark	Estonia	Finland	France	Germany	Greece
		Dänemark	Estland	Finnland	Frankreich	Deutschland	Griechenland
%		Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370
	EU 27	1	0	0	4	2	2
	BE	0	0	0	16	5	3
	BG	0	0	0	1	2	9
	CZ	0	0	0	2	3	2
	DK	0	0	0	4	8	1
	DE	2	0	0	3	0	1
	EE	0	0	5	1	1	0
	IE	0	0	0	7	3	1
	EL	0	0	0	1	1	0
	ES	0	0	0	3	1	0
	FR	0	0	1	0	1	1
	IT	0	0	0	5	2	2
	CY	0	0	0	3	1	6
	LV	1	6	1	1	5	1
	LT	0	1	1	2	2	2
	LU	1	0	0	15	9	1
	HU	0	0	0	1	1	2
	MT	0	0	0	3	1	0
	NL	1	0	0	6	10	3
	AT	1	0	0	3	7	3
	PL	0	0	0	2	3	2
	PT	0	0	0	5	1	0
	RO	0	0	0	4	3	4
	SI	1	0	0	2	1	1
	SK	0	0	0	2	1	3
	FI	0	8	0	2	2	2
	SE	5	0	1	5	5	4
	UK	0	0	0	6	3	2
	HR	0	0	0	2	2	1
	TR	0	0	0	2	2	1
	MK	0	0	0	1	2	4
	IS	8	0	0	3	2	0
	NO	6	0	1	4	7	1
	RS	0	0	0	2	1	2
	IL	1	0	0	2	3	3

Q12B Dans quel autre ou quels autres pays prévoyez-vous de passer des vacances en 2013 ? (NE PAS LIRE - PLUSIEURS RÉPONSES POSSIBLES)

Q12B And in which other country or countries do you plan to take a holiday in 2013? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)




































Q12B Und in welchem anderen Land bzw. welchen anderen Ländern planen Sie darüber hinaus 2013 einen Urlaub zu verbringen? (NICHT VORLESEN - MEHRFACHNENNUNGEN MÖGLICH)

		Hongrie	Irlande	Italie	Lettonie	Lituanie
		Hungary	Ireland	Italy	Latvia	Lithuania
		Ungarn	Irland	Italien	Lettland	Litauen
%		Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370
	EU 27	0	1	4	0	0
	BE	0	0	8	0	0
	BG	0	0	2	0	0
	CZ	1	0	4	0	0
	DK	0	0	4	0	0
	DE	1	0	7	0	0
	EE	0	0	2	4	1
	IE	0	0	2	0	0
	EL	0	0	2	0	0
	ES	0	0	4	0	0
	FR	0	0	5	0	0
	IT	0	0	0	0	0
	CY	0	0	1	0	0
	LV	0	0	2	0	6
	LT	0	0	2	3	0
	LU	0	0	8	0	0
	HU	0	0	2	0	0
	MT	0	1	4	0	0
	NL	1	0	4	0	0
	AT	2	0	10	0	0
	PL	0	0	3	0	1
	PT	0	0	2	0	0
	RO	1	0	5	0	0
	SI	1	0	5	0	0
	SK	4	0	7	0	0
	FI	0	1	3	1	0
	SE	1	0	3	0	0
	UK	0	2	3	0	0
	HR	1	0	6	0	0
	TR	0	0	2	0	0
	MK	0	0	2	0	0
	IS	1	0	2	0	0
	NO	1	1	5	0	0
	RS	1	0	3	0	0
	IL	2	0	3	0	0

Q12B Dans quel autre ou quels autres pays prévoyez-vous de passer des vacances en 2013 ? (NE PAS LIRE - PLUSIEURS RÉPONSES POSSIBLES)

Q12B And in which other country or countries do you plan to take a holiday in 2013? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)




































Q12B Und in welchem anderen Land bzw. welchen anderen Ländern planen Sie darüber hinaus 2013 einen Urlaub zu verbringen? (NICHT VORLESEN - MEHRFACHNENNUNGEN MÖGLICH)

		Luxembourg	Malte	Pays-Bas	Pologne	Portugal	Roumanie
		Luxembourg	Malta	Netherlands	Poland	Portugal	Romania
		Luxemburg	Malta	Niederlande	Polen	Portugal	Rumänien
%		Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370
	EU 27	0	0	1	0	1	0
	BE	1	0	5	0	2	0
	BG	0	0	0	0	0	1
	CZ	0	0	0	1	0	0
	DK	0	0	2	1	1	0
	DE	0	0	1	0	1	0
	EE	0	0	0	0	2	0
	IE	0	0	2	0	3	0
	EL	0	0	1	0	0	0
	ES	0	0	1	0	2	0
	FR	0	0	0	1	1	0
	IT	0	0	0	0	0	0
	CY	0	0	0	0	0	0
	LV	0	0	2	2	1	0
	LT	0	0	1	1	0	0
	LU	0	0	2	0	4	0
	HU	0	0	0	0	0	2
	MT	0	0	1	0	0	0
	NL	0	0	0	0	1	0
	AT	0	0	0	0	1	0
	PL	0	0	1	0	0	0
	PT	0	0	2	0	0	0
	RO	0	0	0	0	0	0
	SI	0	0	1	0	0	0
	SK	0	0	1	1	0	0
	FI	0	0	1	0	1	0
	SE	0	0	0	1	1	0
	UK	0	0	1	0	1	0
	HR	0	0	0	0	1	0
	TR	0	0	2	0	0	0
	MK	1	0	1	0	0	0
	IS	0	0	1	0	0	0
	NO	0	0	1	2	2	0
	RS	0	0	0	1	0	0
	IL	0	0	1	0	1	1

Q12B Dans quel autre ou quels autres pays prévoyez-vous de passer des vacances en 2013 ? (NE PAS LIRE - PLUSIEURS RÉPONSES POSSIBLES)

Q12B And in which other country or countries do you plan to take a holiday in 2013? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)




































Q12B Und in welchem anderen Land bzw. welchen anderen Ländern planen Sie darüber hinaus 2013 einen Urlaub zu verbringen? (NICHT VORLESEN - MEHRFACHNENNUNGEN MÖGLICH)

		Slovaquie	Slovénie	Espagne	Suède	Royaume Uni	Croatie
		Slovakia	Slovenia	Spain	Sweden	United Kingdom	Croatia
		Slowakei	Slowenien	Spanien	Schweden	Vereinigtes Königreich	Kroatien
%		Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370
	EU 27	0	0	5	1	2	1
	BE	0	0	7	0	3	0
	BG	0	0	1	0	2	1
	CZ	7	0	2	0	1	6
	DK	0	0	6	5	2	1
	DE	0	0	5	1	2	1
	EE	0	0	3	5	1	1
	IE	0	0	7	1	14	0
	EL	0	0	2	0	2	0
	ES	0	0	0	0	2	0
	FR	0	0	7	0	2	0
	IT	0	0	4	0	4	0
	CY	0	0	4	1	7	0
	LV	0	0	3	2	2	0
	LT	1	0	2	0	3	1
	LU	0	0	9	0	3	1
	HU	1	0	1	0	1	4
	MT	0	0	4	1	8	1
	NL	0	0	7	0	3	0
	AT	0	1	4	0	2	5
	PL	2	0	4	1	2	2
	PT	0	0	7	0	3	0
	RO	0	0	4	0	1	1
	SI	0	0	1	0	1	10
	SK	0	0	2	0	2	12
	FI	0	0	4	8	3	0
	SE	1	0	6	0	3	1
	UK	0	0	9	0	0	0
	HR	0	3	0	0	1	0
	TR	0	0	0	0	1	0
	MK	0	0	1	0	0	1
	IS	0	0	2	3	5	0
	NO	0	0	11	6	7	0
	RS	0	0	2	0	0	1
	IL	0	0	4	0	1	0

Q12B Dans quel autre ou quels autres pays prévoyez-vous de passer des vacances en 2013 ? (NE PAS LIRE - PLUSIEURS RÉPONSES POSSIBLES)

Q12B And in which other country or countries do you plan to take a holiday in 2013? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)




































Q12B Und in welchem anderen Land bzw. welchen anderen Ländern planen Sie darüber hinaus 2013 einen Urlaub zu verbringen? (NICHT VORLESEN - MEHRFACHNENNUNGEN MÖGLICH)

		Inde	Maroc	Thaïlande
		India	Morroco	Thailand
		Indien	Marokko	Thailand
%		Flash EB 370	Flash EB 370	Flash EB 370
	EU 27	0	0	0
	BE	0	1	0
	BG	0	0	0
	CZ	0	0	0
	DK	0	0	1
	DE	0	0	0
	EE	0	0	0
	IE	0	1	0
	EL	0	0	0
	ES	0	1	0
	FR	0	2	0
	IT	0	0	0
	CY	0	0	1
	LV	0	0	0
	LT	0	0	0
	LU	0	1	0
	HU	0	0	0
	MT	0	0	1
	NL	0	0	0
	AT	0	0	0
	PL	0	0	0
	PT	0	0	0
	RO	0	0	0
	SI	0	1	0
	SK	0	0	0
	FI	0	0	1
	SE	0	0	1
	UK	0	0	0
	HR	0	0	0
	TR	0	0	0
	MK	0	0	0
	IS	0	0	0
	NO	0	0	1
	RS	0	0	0
	IL	0	0	2

Q12B Dans quel autre ou quels autres pays prévoyez-vous de passer des vacances en 2013 ? (NE PAS LIRE - PLUSIEURS RÉPONSES POSSIBLES)

Q12B And in which other country or countries do you plan to take a holiday in 2013? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)




































Q12B Und in welchem anderen Land bzw. welchen anderen Ländern planen Sie darüber hinaus 2013 einen Urlaub zu verbringen? (NICHT VORLESEN - MEHRFACHNENNUNGEN MÖGLICH)

		Dans un autre pays hors de l'UE27 In another country outside the EU27 IN EINEM ANDEREN LAND AUSSERHALB DER EUROPÄISCHEN UNION	NSP/SR DK/NA Weiß nicht / Keine Angabe	Dans l'EU27 In the EU27 Dans l'EU27	Total 'Dans un autre pays hors de l'UE27' Total 'In another country outside the EU27' Total 'Dans un autre pays hors de l'UE27'
%		Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370
	EU 27	13	56	24	14
	BE	16	41	43	17
	BG	9	68	19	9
	CZ	9	53	26	15
	DK	18	48	28	19
	DE	16	46	30	17
	EE	9	59	22	11
	IE	12	43	36	12
	EL	6	78	13	6
	ES	8	71	14	9
	FR	16	57	20	18
	IT	13	62	20	13
	CY	8	63	21	8
	LV	12	55	28	13
	LT	13	65	20	14
	LU	19	35	50	20
	HU	4	77	12	8
	MT	13	53	27	14
	NL	14	43	37	16
	AT	16	43	29	21
	PL	9	62	21	12
	PT	12	67	18	12
	RO	7	66	23	8
	SI	11	55	16	22
	SK	12	37	35	23
	FI	10	51	31	11
	SE	13	47	32	15
	UK	16	50	26	17
	HR	11	65	17	11
	TR	9	78	11	10
	MK	19	63	15	20
	IS	11	61	25	12
	NO	18	32	43	19
	RS	16	52	16	17
	IL	18	60	21	19

Q13.1 La situation économique actuelle a-t-elle eu une influence sur vos projets de vacances pour 2013 ?
(PLUSIEURES RÉPONSES POSSIBLES)

Q13.1 Has the current economic situation had an impact on your holiday plans for 2013? (MULTIPLE ANSWERS
POSSIBLE)




































Q13.1 Hat die derzeitige Wirtschaftslage Auswirkungen auf Ihre Urlaubsplanung für 2013 gehabt? (3 NENNUNGEN
MÖGLICH)

		Non, cela n'a pas changé mes projets de vacances No, it has not changed my holiday plans Nein, sie hat nicht zu einer Änderung meiner Urlaubspläne geführt		Oui, je partirai en vacances mais j'ai changé de destination Yes, I will go on holiday but I changed my destination Ja, ich werde in den Urlaub fahren, habe aber mein Reiseziel geändert		Oui, je partirai en vacances mais moins longtemps Yes, I will go on holiday but for a shorter period Ja, ich werde in den Urlaub fahren, allerdings für einen kürzeren Zeitraum		Oui, je partirai en vacances mais je dépenserai moins Yes, I will go on holiday but I will spend less Ja, ich werde in den Urlaub fahren, aber weniger ausgeben	
%		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334
	EU 27	41	1	5	1	14	2	22	0
	BE	50	11	4	1	8	-3	19	-1
	BG	25	3	3	0	18	-1	18	-2
	CZ	36	-4	7	1	14	1	24	2
	DK	74	0	2	-1	5	1	9	-1
	DE	76	5	2	-1	4	-1	9	0
	EE	31	-5	3	-1	8	-3	16	-3
	IE	32	4	6	-4	19	-2	39	1
	EL	8	1	8	5	29	2	38	5
	ES	20	-2	5	1	20	3	28	-2
	FR	37	2	3	0	12	-1	26	1
	IT	19	-2	5	3	22	6	28	-1
	CY	16	-5	6	-1	16	-3	31	-1
	LV	34	1	4	1	15	1	26	-3
	LT	38	0	3	-2	12	0	15	-5
	LU	53	7	7	-1	9	-1	20	-2
	HU	23	2	7	1	17	-1	19	-6
	MT	33	3	2	0	5	-2	10	1
	NL	58	-1	4	1	8	2	18	2
	AT	77	8	2	0	4	-1	10	0
	PL	40	0	4	1	14	2	21	0
	PT	12	-1	6	-1	13	1	35	4
	RO	21	1	4	1	21	2	27	1
	SI	41	-11	5	1	17	1	28	5
	SK	35	2	7	0	14	1	22	0
	FI	66	-6	2	1	5	2	15	1
	SE	71	6	3	-2	5	-2	11	0
	UK	46	1	9	2	13	5	26	0
	HR	20	-3	3	-1	16	-3	32	-3
	TR	18	4	2	-1	9	-1	17	-3
	MK	18	0	6	-7	16	-3	31	11
	IS	48	11	6	0	12	3	33	-1
	NO	77	4	3	0	2	0	11	2
	RS	24	0	7	4	13	6	23	6
	IL	27	4	8	-3	21	4	30	8

Q13.1 La situation économique actuelle a-t-elle eu une influence sur vos projets de vacances pour 2013 ?
(PLUSIEURES RÉPONSES POSSIBLES)

Q13.1 Has the current economic situation had an impact on your holiday plans for 2013? (MULTIPLE ANSWERS
POSSIBLE)

Q13.1 Hat die derzeitige Wirtschaftslage Auswirkungen auf Ihre Urlaubsplanung für 2013 gehabt? (3 NENNUNGEN
MÖGLICH)

		Oui, et je ne partirai pas en vacances cette année Yes, and I will not go on holiday this year Ja, und ich werde dieses Jahr nicht in den Urlaub fahren	Je ne pars pas en vacances (NE PAS LIRE) I do not go on holidays (DO NOT READ OUT) Ich fahre nie in den Urlaub (NICHT VORLESEN)	Je n'ai pas encore de projets de vacances pour 2013 (NE PAS LIRE) I haven't yet planned my holiday for 2013 (DO NOT READ OUT) Ich habe meinen Urlaub für 2013 noch nicht geplant (NICHT VORLESEN)	NSP/SR DK/NA Weiß nicht / Keine Angabe				
%		Flash EB 370 Diff. Flash EB 334	Flash EB 370 Diff. Flash EB 334	Flash EB 370 Diff. Flash EB 334	Flash EB 370 Diff. Flash EB 334	Flash EB 370 Diff. Flash EB 334			
 EU 27		13	-2	4	1	5	-1	2	-1
 BE		9	-7	6	2	5	-2	3	-2
 BG		25	-3	4	2	6	0	4	0
 CZ		17	1	2	0	4	0	3	0
 DK		5	1	2	1	3	-1	2	0
 DE		5	-1	1	0	2	-1	2	0
 EE		14	9	10	1	15	1	6	-3
 IE		9	-1	1	1	2	-1	2	-1
 EL		28	-4	3	1	6	-4	1	0
 ES		25	2	5	3	5	0	2	-1
 FR		14	0	6	3	4	-2	2	-1
 IT		15	-4	8	3	11	4	2	-4
 CY		19	8	5	2	14	-1	2	-2
 LV		17	-1	3	3	6	1	2	-2
 LT		18	0	4	1	8	2	5	1
 LU		9	2	3	-1	2	-3	2	-1
 HU		18	1	9	4	12	-3	3	-1
 MT		20	0	6	-1	21	0	4	-3
 NL		5	-2	2	0	5	-3	2	-1
 AT		3	-2	1	-1	3	-1	2	-1
 PL		12	-5	4	3	5	0	4	0
 PT		27	-10	8	5	8	2	2	-1
 RO		18	-5	7	2	6	-1	3	0
 SI		8	1	3	1	4	0	2	1
 SK		18	0	4	1	5	1	2	-4
 FI		7	1	1	0	3	0	3	2
 SE		3	-1	1	0	7	0	2	-2
 UK		10	0	4	1	3	-1	1	-2
 HR		19	0	6	4	6	2	2	-1
 TR		45	2	2	0	6	-2	3	0
 MK		20	9	7	-7	8	-10	2	0
 IS		5	0	0	-1	3	-7	2	-5
 NO		1	0	1	0	3	-3	3	-2
 RS		19	1	15	-1	8	-11	1	-1
 IL		10	-5	2	0	10	5	6	-14

Q13.2 La situation économique actuelle a-t-elle eu une influence sur vos projets de vacances pour 2013 ? (PLUSIEURES RÉPONSES POSSIBLES)

Q13.2 Has the current economic situation had an impact on your holiday plans for 2013? (MULTIPLE ANSWERS POSSIBLE)




































Q13.2 Hat die derzeitige Wirtschaftslage Auswirkungen auf Ihre Urlaubsplanung für 2013 gehabt? (3 NENNUNGEN MÖGLICH)

%		Partirons en vacances		Partirons en vacances mais ont changé leurs projets		Ne partirons pas en vacances		NSP/SRÄ	
		Going on holiday		Going on holiday but changed the plans		Not going on holiday		DK/NA	
		Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB 334	Flash EB 370	Diff. Flash EB
	EU 27	41	1	34	1	18	0	7	-2
	BE	50	11	28	-1	15	-5	7	-5
	BG	25	2	35	-2	29	-1	11	1
	CZ	36	-4	38	4	19	1	7	-1
	DK	74	0	15	0	6	1	5	-1
	DE	76	5	14	-2	6	-1	4	-2
	EE	32	-4	23	-4	24	10	21	-2
	IE	32	4	54	-2	10	0	4	-2
	EL	8	2	54	6	31	-4	7	-4
	ES	20	-2	44	-1	29	4	7	-1
	FR	37	2	37	0	20	2	6	-4
	IT	19	-1	45	3	23	-1	13	-1
	CY	16	-5	44	-2	23	9	17	-2
	LV	33	0	39	-1	20	2	8	-1
	LT	39	1	26	-5	22	1	13	3
	LU	53	7	32	-3	11	0	4	-4
	HU	23	2	35	-3	27	5	15	-4
	MT	33	3	15	0	26	-1	26	-2
	NL	58	-1	28	7	7	-2	7	-4
	AT	77	8	14	-3	4	-4	5	-1
	PL	40	0	35	2	15	-3	10	1
	PT	12	0	43	4	35	-5	10	1
	RO	21	1	46	3	24	-3	9	-1
	SI	41	-12	42	9	11	3	6	0
	SK	35	2	35	-2	22	2	8	-2
	FI	66	-6	20	3	8	1	6	2
	SE	71	6	15	-4	5	0	9	-2
	UK	46	2	36	1	14	0	4	-3
	HR	20	-3	47	-2	25	4	8	1
	TR	18	5	26	-4	47	2	9	-3
	MK	18	0	45	8	28	3	9	-11
	IS	48	11	42	2	5	-1	5	-12
	NO	77	4	15	1	2	0	6	-5
	RS	24	0	32	11	35	1	9	-12
	IL	28	5	44	7	12	-4	16	-8

Q14 Si vous deviez faire une réclamation concernant l'une de vos prestations de vacances (transport, hébergement, loisirs, etc.) quelle serait votre préférence pour le faire ?

Q14 If you would need to complain about any service provided during your holiday (transport, accommodation, leisure activities, etc), how would you prefer to do it?




































Q14 Wenn Sie sich über eine während Ihres Urlaubs erbrachte Dienstleistung (Transport, Unterkunft, Freizeitaktivitäten usw.) beschweren müssten, wie würden Sie dies am liebsten tun?

		En remplissant un formulaire papier de plainte By filling in a paper complaint form Ausfüllen eines Beschwerdeformulars auf Papier	En remplissant un formulaire de plainte en ligne By filling in an online complaint form Ausfüllen eines Online-Beschwerdeformulars	Auprès du membre du personnel responsable des plaintes By talking to the member of staff responsible for complaints Mit dem für Beschwerden zuständigen Mitarbeiter sprechen
%		Flash EB 370	Flash EB 370	Flash EB 370
 EU 27		11	11	42
 BE		7	12	32
 BG		12	9	45
 CZ		5	15	49
 DK		3	16	30
 DE		7	7	52
 EE		5	7	31
 IE		5	10	53
 EL		9	11	50
 ES		32	7	41
 FR		11	10	25
 IT		10	14	44
 CY		11	15	37
 LV		7	13	35
 LT		6	14	41
 LU		7	11	39
 HU		12	10	29
 MT		10	11	42
 NL		7	19	43
 AT		7	7	54
 PL		16	11	35
 PT		16	9	44
 RO		13	11	41
 SI		7	8	51
 SK		9	8	49
 FI		10	26	35
 SE		4	19	45
 UK		4	10	49
 HR		8	10	39
 TR		6	18	51
 MK		6	11	33
 IS		6	23	29
 NO		3	24	25
 RS		8	7	40
 IL		4	11	37

Q14 Si vous deviez faire une réclamation concernant l'une de vos prestations de vacances (transport, hébergement, loisirs, etc.) quelle serait votre préférence pour le faire ?

Q14 If you would need to complain about any service provided during your holiday (transport, accommodation, leisure activities, etc), how would you prefer to do it?

Q14 Wenn Sie sich über eine während Ihres Urlaubs erbrachte Dienstleistung (Transport, Unterkunft, Freizeitaktivitäten usw.) beschweren müssten, wie würden Sie dies am liebsten tun?

		Par téléphone By phone Telefonisch	Par lettre ou email By a letter or email Mit einem Brief oder einer E-Mail	Je n'ai aucune préférence (NE PAS LIRE) I have no preference (DO NOT READ OUT) Ich bevorzuge keine bestimmte Art und Weise (NICHT VORLESEN)	NSP/SR DK/NA Weiß nicht / Keine Angabe
%		Flash EB 370	Flash EB 370	Flash EB 370	Flash EB 370
 EU 27		10	18	3	5
 BE		10	30	3	6
 BG		10	10	3	11
 CZ		7	14	4	6
 DK		16	25	4	6
 DE		10	19	2	3
 EE		5	20	10	22
 IE		10	18	3	1
 EL		8	12	5	5
 ES		6	8	2	4
 FR		11	35	2	6
 IT		7	14	4	7
 CY		11	11	5	10
 LV		12	21	6	6
 LT		11	11	6	11
 LU		10	26	4	3
 HU		13	19	9	8
 MT		9	16	5	7
 NL		11	17	1	2
 AT		7	18	3	4
 PL		14	15	2	7
 PT		12	13	2	4
 RO		14	8	3	10
 SI		10	16	4	4
 SK		13	14	3	4
 FI		10	15	1	3
 SE		12	15	2	3
 UK		13	20	2	2
 HR		8	20	6	9
 TR		14	5	3	3
 MK		20	7	11	12
 IS		10	23	2	7
 NO		23	19	3	3
 RS		9	4	7	25
 IL		13	22	7	6