



# Commercial Accommodation Monitor: December 2018

Queenstown

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## Preface

Commercial Accommodation Monitor: December 2018 – Queenstown presents comprehensive and impartial information on short-term commercial accommodation for the Queenstown Regional Tourism Organisation (RTO) area, from the Accommodation Survey. This survey is run by Stats NZ on behalf of the Ministry of Business, Innovation & Employment.

The data relates to the areas covered by the following local authority:

- part of the Queenstown-Lakes District

Comparisons of monthly data with the same month of the previous year need to be treated with caution, as data for one period may be influenced by events for which there is no equivalent in the previous period (eg Chinese New Year, Easter).

More data and commentary is available on the stats NZ website ([www.stats.govt.nz](http://www.stats.govt.nz)).

The January 2019 monitor will be released on 14 March 2019.

Liz MacPherson

**Government Statistician**

## Standards and further information

### Percentage changes

Percentage movements are, in a number of cases, calculated using data of greater precision than that published. This could result in slight variations.

### Rounding procedures

On occasion, figures are rounded to the nearest thousand or some other convenient unit. This may result in a total disagreeing slightly with the total of the individual items as shown in tables. Where figures are rounded the unit is in general expressed in words below the table headings, but where space does not allow this the unit may be shown as (000) for thousands, etc.

### Source

All data is compiled by Stats NZ, except where otherwise stated. Both administrative and survey data has been used in this report.

### Liability

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# 1 Highlights

## Monthly highlights

In December 2018 compared with December 2017:

- Guest nights rose 4.9 percent to 369,583
- International guest nights rose 0.1 percent to 260,667
- Domestic guest nights rose 18.5 percent to 108,916
- The average length of stay fell from 2.48 nights to 2.30 nights
- The overall occupancy rate fell from 79.2 percent to 75.4 percent
- The occupancy rate, excluding holiday parks, was 80.0 percent in December 2018
- Accommodation capacity, excluding holiday parks, rose 7.4 percent.

## Response rates for December 2018

The response rate for the Queenstown RTO area was 87 percent for December 2018.

The proportion of the origin-of-guest estimate from unadjusted data was 86 percent.

Figure 1.1

### Queenstown RTO Area Monthly Guest Nights

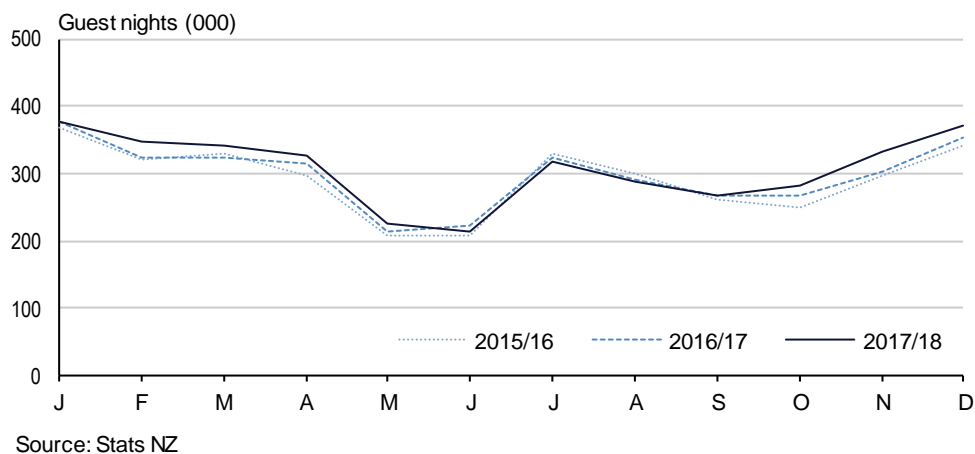
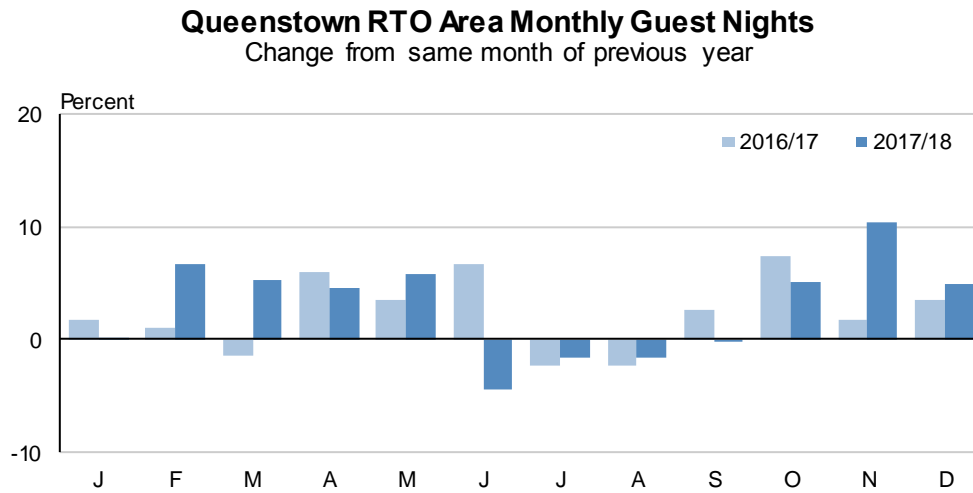


Figure 1.2



Source: Stats NZ

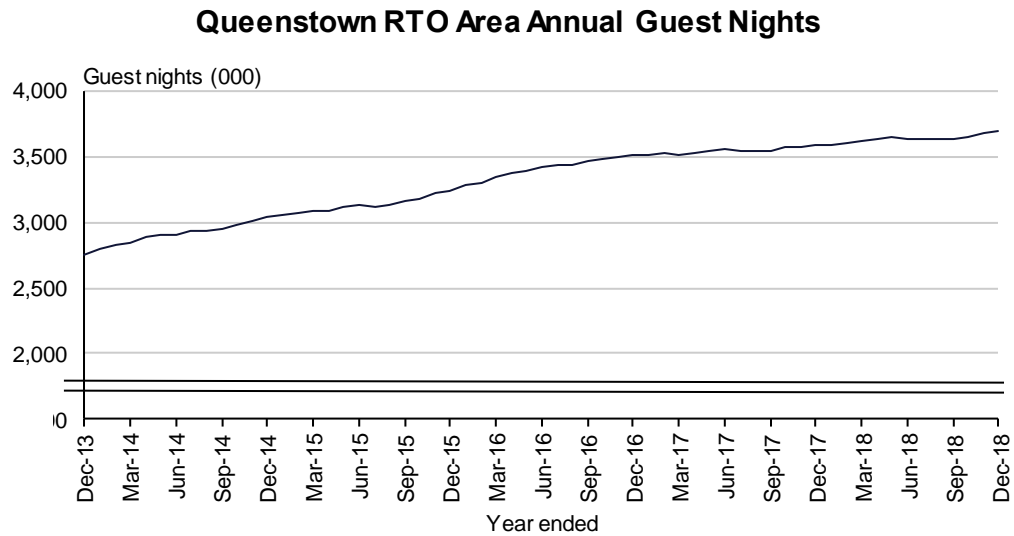
## Year ended highlights

For the year ended December 2018 compared with the previous year:

- Guest nights rose 3.0 percent to 3,687,528
- International guest nights rose 2.8 percent to 2,590,685
- Domestic guest nights rose 3.5 percent to 1,096,844
- The average length of stay fell from 2.57 nights to 2.51 nights
- The overall occupancy rate fell from 71.3 percent to 69.9 percent
- Accommodation capacity, excluding holiday parks, rose 3.9 percent.

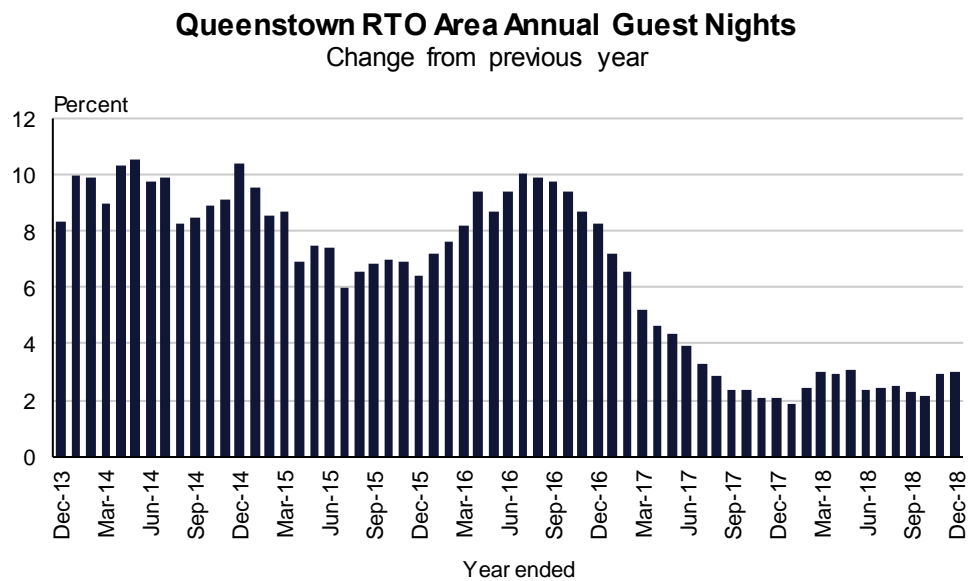


Figure 1.3



Source: Stats NZ

Figure 1.4



Source: Stats NZ

## 2 Accommodation variables

In December 2018, compared with December 2017, there was an increase of 4.9 percent in total guest nights for the Queenstown RTO area. Hotels had the largest increase, followed by backpackers. Holiday parks had the only decrease.

For the year ended December 2018, compared with the previous December year, total guest nights for the Queenstown RTO area increased 3.0 percent. Motels had the largest increase, followed by hotels.

See table 2.1 for comparisons of data across the main accommodation variables.

Table 2.1

**Queenstown Accommodation Variables***By accommodation type  
Monthly and year ended<sup>(1)(2)</sup>*

Accommodation type	Monthly			Annual		
	December		Percentage change	Year ended		Percentage change
	2017	2018		December 2017	December 2018	
Guest nights						
Total guest nights	352,472	369,583	4.9	3,579,308	3,687,528	3.0
International	260,528	260,667	0.1	2,519,085	2,590,685	2.8
Domestic	91,943	108,916	18.5	1,060,223	1,096,844	3.5
Hotels	176,415	184,298	4.5	1,839,643	1,883,724	2.4
Motels/apartments	71,957	76,757	6.7	722,669	770,574	6.6
Backpackers	61,677	66,706	8.2	650,910	650,918	0.0
Holiday parks	42,423	41,822	-1.4	366,086	382,312	4.4
Occupancy rates <sup>(3)</sup> (%)						
Hotels	87.3	84.2	-3.6	81.9	81.6	-0.4
Motels/apartments	72.8	72.3	-0.7	65.2	63.7	-2.3
Backpackers	83.7	78.3	-6.5	C	C	C
Holiday parks	52.9	46.3	-12.5	C	C	C
Total	79.2	75.4	-4.8	71.3	69.9	-2.0
Total excluding holiday parks <sup>(4)</sup>	83.6	80.0	-4.3	C	C	C
Average length of stay <sup>(5)</sup>						
Hotels	2.53	2.29	-9.2	2.59	2.56	-1.3
Motels/apartments	3.03	2.78	-8.1	2.95	2.88	-2.4
Backpackers	2.19	2.05	-6.3	2.40	2.27	-5.7
Holiday parks	2.06	2.03	-1.6	2.19	2.12	-3.2
Total	2.48	2.30	-7.3	2.57	2.51	-2.5
Guest arrivals						
Hotels	69,793	80,305	15.1	710,315	737,200	3.8
Motels/apartments	23,741	27,564	16.1	244,694	267,246	9.2
Backpackers	28,132	32,466	15.4	270,959	287,277	6.0
Holiday parks	20,606	20,641	0.2	166,991	180,190	7.9
Total	142,272	160,976	13.1	1,392,959	1,471,912	5.7
Establishments						
Hotels	37	38	2.7	37	38	2.7
Motels/apartments	57	59	3.5	57	59	3.5
Backpackers	21	21	0.0	21	21	0.0
Holiday parks	7	8	14.3	7	8	14.3
Total	122	126	3.3	122	126	3.3
Capacity <sup>(6)</sup>						
Hotels	101,029	103,540	2.5	1,161,186	1,201,977	3.5
Motels/apartments	35,774	40,486	13.2	413,298	445,561	7.8
Backpackers	66,619	74,462	11.8	787,936	807,647	2.5
Holiday parks	34,038	34,689	1.9	405,238	400,542	-1.2
Total	237,460	253,177	6.6	2,767,658	2,855,727	3.2

(1) Reclassifications, new businesses, ceased businesses, and temporary closures may affect figures.

(2) Irregular events, such as airshows and Easter, may affect percentage changes and other figures.

(3) Occupancy rates are calculated as the ratio of used stay-unit nights to available stay-unit nights.

(4) Holiday parks often have high capacity and can mislead when included in total occupancy rates.

(5) Average length of stay is calculated as the ratio of guest nights to guest arrivals.

(6) Capacity is calculated as the number of available stay-units multiplied by the number of days in the month.

**Symbol:**

C confidential

### 3 Origin of guests

In December 2018, international guests accounted for 70.5 percent of all guest nights in the Queenstown RTO area. When compared with December 2017, the number of international guest nights spent in the area in December 2018 was up 0.1 percent to 260,667. Domestic guest nights increased 18.5 percent, to 108,916, for the same period.

The proportion of the origin-of-guest estimate from actual data was 86 percent for December 2018.

Figure 3.1

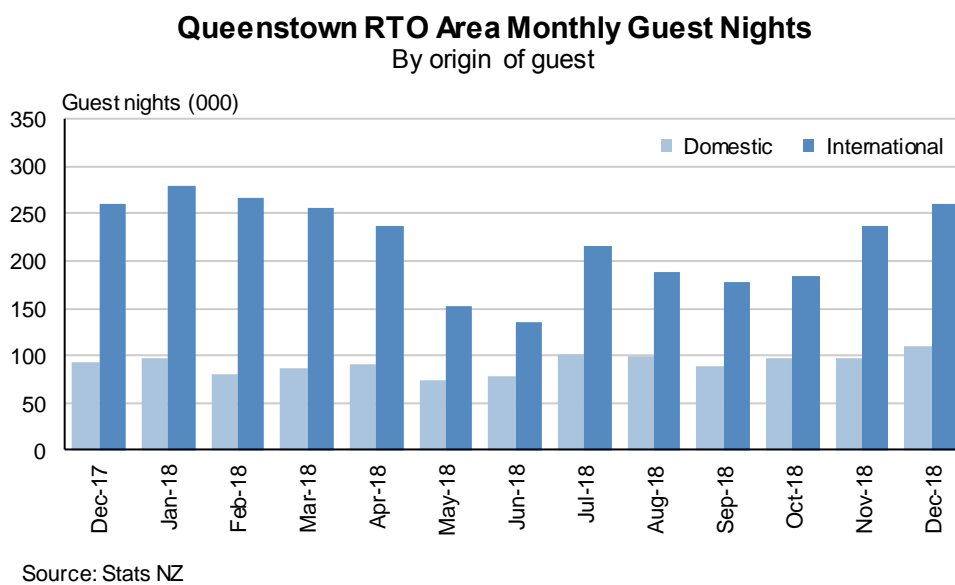


Table 3.1

**Queenstown and New Zealand Monthly Guest Nights***By origin of guest*

		Queenstown RTO <sup>(1)</sup> area			New Zealand		
		Origin of guest		Total	Origin of guest		Total
		Domestic	International		Domestic	International	
Month							
2017	Dec	91,943	260,528	352,472	2,215,289	1,926,411	4,141,700
2018	Jan	96,673	279,006	375,679	2,851,307	2,117,813	4,969,120
	Feb	79,556	266,939	346,495	1,938,307	2,092,637	4,030,944
	Mar	85,949	255,533	341,482	2,180,388	1,996,067	4,176,455
	Apr	90,192	237,587	327,780	1,860,719	1,569,372	3,430,091
	May	73,835	152,295	226,130	1,493,682	1,047,474	2,541,156
	Jun	78,486	134,690	213,176	1,443,331	824,407	2,267,738
	Jul	102,111	215,702	317,813	1,688,075	989,310	2,677,385
	Aug	98,601	188,400	287,000	1,571,502	952,679	2,524,181
	Sep	88,937	178,118	267,055	1,701,704	1,046,180	2,747,884
	Oct	97,282	184,897	282,179	1,954,146	1,314,205	3,268,352
	Nov	96,305	236,851	333,156	1,804,941	1,730,166	3,535,107
	Dec	108,916	260,667	369,583	2,289,702	1,908,866	4,198,568
Percent change from the current month of the previous year							
		18.5	0.1	4.9	3.4	-0.9	1.4
Year ended							
December 2017		1,060,223	2,519,085	3,579,308	22,225,169	17,239,262	39,464,431
December 2018		1,096,844	2,590,685	3,687,528	22,777,803	17,589,177	40,366,980
Percent change from previous year							
		3.5	2.8	3.0	2.5	2.0	2.3

(1) Regional tourism organisation

## 4 National results

In December 2018, a total of 4,199,000 guest nights were spent in short-term commercial accommodation in New Zealand, an increase of 57,000 nights (1.4 percent) from December 2017. North Island guest nights were relatively unchanged (up 1,000 or 0.1 percent) while the South Island recorded an increase (up 55,000 or 3.1 percent).

Three of the four accommodation types recorded an increase in guest nights in December 2018, compared with December 2017. Hotels had the largest increase in guest nights (up 39,000 or 3.0 percent), followed by holiday parks (up 22,000 or 1.9 percent) and motels (up 19,000 or 1.6 percent). Backpackers had the only decrease in guest nights (down 24,000 or 4.6 percent).

For the year ended December 2018, there were 40,367,000 guest nights, an increase of 903,000 (2.29 percent) from the previous December year.

Refer to Table 4.1 for comparisons of data.

Table 4.1

### Queenstown and New Zealand Guest Nights

*By accommodation type  
Monthly and year ended*

Accommodation type	Total guest nights			Percentage change	
	2016	2017	2018	2016 to 2017	2017 to 2018
<b>December month</b>					
<b>Queenstown RTO area</b>					
Hotels	164,668	176,415	184,298	7.1	4.5
Motels	67,031	71,957	76,757	7.3	6.7
Backpackers	62,707	61,677	66,706	-1.6	8.2
Holiday parks	45,870	42,423	41,822	-7.5	-1.4
Total	340,276	352,472	369,583	3.6	4.9
<b>New Zealand</b>					
Hotels	1,237,791	1,303,962	1,343,454	5.3	3.0
Motels	1,156,389	1,166,005	1,184,840	0.8	1.6
Backpackers	507,624	512,453	488,807	1.0	-4.6
Holiday parks	1,081,525	1,159,280	1,181,467	7.2	1.9
Total	3,983,330	4,141,700	4,198,568	4.0	1.4
<b>Year ended December</b>					
<b>Queenstown RTO area</b>					
Hotels	1,825,131	1,839,643	1,883,724	0.8	2.4
Motels	688,315	722,669	770,574	5.0	6.6
Backpackers	650,748	650,910	650,918	0.0	0.0
Holiday parks	342,555	366,086	382,312	6.9	4.4
Total	3,506,749	3,579,308	3,687,528	2.1	3.0
<b>New Zealand</b>					
Hotels	13,606,865	13,932,801	14,457,019	2.4	3.8
Motels	12,128,919	12,359,189	12,483,219	1.9	1.0
Backpackers	5,154,200	5,210,060	5,061,309	1.1	-2.9
Holiday parks	7,610,913	7,962,381	8,365,433	4.6	5.1
Total	38,500,897	39,464,431	40,366,980	2.5	2.3

## 5 Regional comparison

In December 2018, Mackenzie recorded the largest increase in guest nights (up 20,000 or 23.8 percent) from December 2017. This was followed by Queenstown (up 17,000 or 4.9 percent), Canterbury (up 13,000 or 3.4 percent), Coromandel (up 10,000 or 8.0 percent), and Auckland (up 8,000 or 1.3 percent).

Rotorua recorded the largest decrease (down 12,000 or 5.0 percent), followed Hawke's Bay (down 9,000 or 6.9 percent), Taupo (down 6,000 or 4.5 percent), Hurunui (down 4,000 or 11.1 percent), and Taranaki (down 3,000 or 4.9 percent).

Table 5.1

**Regional Tourism Organisation Areas' Monthly Guest Nights***By origin of guest*

RTO area	December guest nights								
	Domestic			International			Total		
	2017	2018	Percent age change	2017	2018	Percent age change	2017	2018	Percent age change
Northland	172,990	170,427	-1.5	80,171	83,177	3.7	253,161	253,604	0.2
Auckland	334,905	331,995	-0.9	328,564	339,830	3.4	663,469	671,825	1.3
Coromandel	83,579	96,121	15.0	38,501	35,677	-7.3	122,080	131,798	8.0
Waikato	95,372	102,067	7.0	47,667	43,774	-8.2	143,039	145,841	2.0
Bay of Plenty	93,703	95,896	2.3	36,549	32,687	-10.6	130,251	128,583	-1.3
Rotorua	108,310	109,842	1.4	128,902	115,496	-10.4	237,211	225,338	-5.0
Taupo	74,720	72,793	-2.6	54,637	50,775	-7.1	129,357	123,568	-4.5
Whakatane-									
Kawerau	32,399	30,976	-4.4	8,224	6,685	-18.7	40,623	37,661	-7.3
Gisborne	38,859	40,167	3.4	7,648	5,266	-31.1	46,507	45,433	-2.3
Taranaki	56,378	53,003	-6.0	14,140	14,036	-0.7	70,518	67,039	-4.9
Hawke's Bay	95,474	90,833	-4.9	41,403	36,574	-11.7	136,877	127,406	-6.9
Ruapehu	23,913	22,596	-5.5	22,112	22,500	1.8	46,025	45,097	-2.0
Manawatu	35,879	40,580	13.1	7,451	7,515	0.9	43,331	48,095	11.0
Whanganui	13,290	14,662	10.3	5,424	5,921	9.2	18,713	20,583	10.0
Wairarapa	20,217	23,880	18.1	5,604	4,377	-21.9	25,821	28,257	9.4
Kapiti-Horowhenua	25,052	29,495	17.7	4,957	5,616	13.3	30,009	35,111	17.0
Wellington	143,605	150,437	4.8	89,162	85,527	-4.1	232,767	235,964	1.4
Marlborough	42,391	45,162	6.5	34,933	36,170	3.5	77,325	81,332	5.2
Nelson-Tasman	115,477	117,057	1.4	71,665	72,466	1.1	187,142	189,523	1.3
Canterbury	189,450	192,505	1.6	196,972	207,221	5.2	386,423	399,727	3.4
Hurunui	23,547	22,792	-3.2	15,159	11,624	-23.3	38,706	34,416	-11.1
Mackenzie	23,407	38,266	63.5	62,737	68,376	9.0	86,144	106,642	23.8
Timaru	22,129	22,152	0.1	11,187	11,470	2.5	33,317	33,622	0.9
West Coast	49,846	51,329	3.0	115,647	111,833	-3.3	165,493	163,162	-1.4
Wanaka	44,648	48,454	8.5	61,401	59,180	-3.6	106,049	107,635	1.5
Queenstown	91,943	108,916	18.5	260,528	260,667	0.1	352,472	369,583	4.9
Waitaki	31,263	28,922	-7.5	20,747	23,329	12.4	52,010	52,251	0.5
Central Otago	39,032	34,817	-10.8	9,949	11,864	19.3	48,981	46,681	-4.7
Dunedin	42,962	48,940	13.9	46,993	38,837	-17.4	89,955	87,777	-2.4
Clutha	6,230	6,581	5.6	4,134	4,733	14.5	10,364	11,315	9.2
Fiordland	21,139	25,002	18.3	71,569	71,899	0.5	92,708	96,902	4.5
Southland	23,178	23,035	-0.6	21,676	23,764	9.6	44,854	46,799	4.3
<b>Total</b>	<b>2,215,289</b>	<b>2,289,702</b>	<b>3.4</b>	<b>1,926,411</b>	<b>1,908,866</b>	<b>-0.9</b>	<b>4,141,700</b>	<b>4,198,568</b>	<b>1.4</b>



Table 5.2

**Regional Tourism Organisation Areas' Monthly Occupancy Rates<sup>(1)</sup>***By accommodation type*

RTO area	December 2018 occupancy rate					
	Accommodation type					
	Hotels	Motels	Backpackers	Holiday parks	Total	Total excluding holiday parks <sup>(2)</sup>
	Percent					
Northland	52.7	65.7	50.0	30.8	41.0	57.1
Auckland	77.2	63.6	53.0	30.4	64.3	68.9
Coromandel	53.9	55.6	34.1	31.2	35.8	46.5
Waikato	57.7	61.6	50.4	31.8	48.1	58.0
Bay of Plenty	60.6	67.4	47.7	32.0	45.1	58.1
Rotorua	78.2	70.0	33.0	38.2	54.1	58.4
Taupo	60.5	64.4	47.8	29.7	48.3	57.2
Whakatane-Kawerau	C	59.4	C	19.4	27.2	52.8
Gisborne	C	63.4	C	18.6	30.1	54.4
Taranaki	47.4	42.5	44.4	32.2	39.6	44.6
Hawke's Bay	64.1	65.9	68.3	34.3	53.7	66.2
Ruapehu	49.7	35.9	24.5	48.2	35.6	33.1
Manawatu	37.4	52.2	C	C	40.0	C
Whanganui	C	49.3	59.4	C	37.6	C
Wairarapa	C	56.0	C	20.7	32.3	48.3
Kapiti-Horowhenua	C	60.2	C	26.3	27.8	29.4
Wellington	71.9	66.9	C	C	61.6	C
Marlborough	53.4	62.6	44.4	36.9	47.3	54.0
Nelson-Tasman	59.5	61.6	55.9	34.0	45.5	58.7
Canterbury	70.2	63.5	41.4	30.6	49.4	58.5
Hurunui	C	50.7	C	20.6	30.9	39.7
Mackenzie	C	70.0	C	70.5	74.1	75.9
Timaru	C	59.8	C	28.9	39.0	52.8
West Coast	59.8	63.6	45.4	36.6	50.5	56.2
Wanaka	67.9	82.5	68.5	46.6	58.4	71.8
Queenstown	84.2	72.3	78.3	46.3	75.4	80.0
Waitaki	46.4	64.4	35.6	9.3	18.2	52.1
Central Otago	31.8	63.5	49.2	19.5	27.3	50.5
Dunedin	61.8	67.9	38.1	43.1	55.6	58.9
Clutha	C	44.6	C	22.7	30.0	40.5
Fiordland	C	72.5	C	57.5	64.6	68.6
Southland	49.9	46.6	37.9	27.8	39.7	44.9
<b>Total</b>	69.6	62.4	48.2	30.8	49.9	60.8

(1) Occupancy rates are calculated as the ratio of stay unit nights to monthly capacity.

(2) Occupancy rates excluding holiday parks are included because the capacity of holiday parks can distort the total occupancy rates.

**Symbols:**

C confidential

... not applicable

## 6 Accommodation Survey technical notes

### Data source

We collect data from accommodation providers or their representatives each month, mostly via a postal survey.

### Coverage

The Accommodation Survey covers most short-term commercial accommodation in New Zealand.

The target population for this survey is all accommodation providers with the following characteristics:

- operating on a commercial basis
- providing mainly short-term (less than one month) accommodation
- economically significant (generally meaning being GST-registered and having a turnover of at least \$30,000 per year)
- included in class 4400 (accommodation) or class 4520 (pubs, taverns, and bars) in ANZSIC06 (Australian and New Zealand Standard Industrial Classification 2006)
- classified to 'hotels', 'motels', 'backpacker accommodation', or 'holiday parks'.

Excluded:

- hosted accommodation (such as 'bed & breakfast' establishments)
- marine vessels (such as cruise ships)
- private dwellings
- tramping huts (non-commercial)
- event-specific accommodation (such as temporary campervan parks)
- businesses that cease operation or no longer provide short-term commercial accommodation
- businesses that temporarily shut down (eg for renovations) – we remove them from the survey until they re-open.

### Accommodation type classification

The predominant capacity provided by a business determines the accommodation type. For instance, if the business provides both motel and camping ground accommodation, but the majority of its stay units are motel rooms, then we classify it as a motel. We use the New Zealand Accommodation Classification, broadly defined below:

- hotels (including resorts)
- motels (including motor inns and serviced apartments)
- backpacker accommodation (including short-stay hostels)
- holiday parks (including caravan parks and camping grounds).

### Confidentiality

'C' symbols are used in the tables where information has been suppressed. We do not release data from individual businesses.

## Changes to survey content

Establishments may change the way they operate over time. If they do, they may be reclassified from one accommodation type to another. For example, if a holiday park adds sufficient motel units that it is operating more as a motel than a holiday park, it will be subject to reclassification to the 'motels' accommodation type. This type of change will tend to reduce surveyed guest nights and other figures for holiday parks (because there would be one fewer holiday park) while boosting guest nights and other figures for motels (because there would be one more motel).

Guest night and other movements, where the latest month is compared with the same month of the previous year, are affected for 12 months from the time that any reclassification is done. After 12 months, the reclassified establishment will appear in the same accommodation type in both comparison months.

Reclassifications of establishments are not the only changes that affect survey content and figures for the Accommodation Survey:

- When establishments temporarily cease operations, we take them out of the survey until they re-open. These changes affect figures for the number of establishments and available capacity.
- Businesses that start up, shut down, or move into or out of the short-term commercial accommodation industry also affect survey figures.

## Survey errors

This survey aims for 100 percent coverage of the accommodation businesses in New Zealand (a full census). However, in practice, the overall response rate is usually between 76 and 80 percent. We estimate values for the remaining units based on the characteristics of similar establishments in the same or similar regions. This introduces unknown errors into the estimates, and users of the data should bear this in mind. The size of these unknown errors is difficult to quantify.

Other errors include respondent error, and errors in coverage, classification, and processing. Our editing processes identify and remove many errors, but some will likely remain. We cannot quantify the effect of the remaining errors.

## Comparability

Accommodation Survey statistics are not always on the same basis as statistics from other sources. For example, 'average length of stay' in the Accommodation Survey is for all guests (domestic plus international), but in the [International Visitor Arrivals to New Zealand](#) reports, it is only for international guests.

## More information

For further information on the Accommodation Survey, refer to webpage <https://www.stats.govt.nz/topics/accommodation>