# TOUR OPERATOR AND MEDIA EXIT SURVEY 2005



THE ISLANDS OF THE BAHAMAS
RESEARCH & STATISTICS DEPARTMENT
BAHAMAS MINISTRY OF TOURISM

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#### **INTRODUCTION**

The Ministry of Tourism has undertaken a survey of tourists leaving the Islands of The Bahamas since the early 1970's. The information contained in this report is based on a "special edition" of the Exit Survey especially designed to capture information on tour operators and the media used by visitors to the Islands of The Bahamas. In addition, the report contains information from the primary Exit Survey conducted during the same period. It also contains information from the Immigration cards.

#### RESEARCH OBJECTIVES

- 1. Obtain information on reservation bookings
- 2. Obtain information on Tour Operator &/or Travel Agents
- 3. Obtain information on electronic media used for planning a vacation
- 4. Obtain information on favorite television networks
- 5. Obtain information on the time visitors to the Bahamas were most likely to watch television
- 6. Obtain information on print media choices (e.g., newspapers & magazines read)
- 7. Obtain information on the number of people who had e-mail addresses
- 8. Obtain information on favorite internet search engines & or content providers
- 9. Obtain information on trip characteristics (reasons for visit, etc.)
- 10. Measure intention to return and recommend
- 11. Obtain demographic information on the stopover visitors (age, sex, education, household size, income).

### **METHODOLOGY**

This Exit Study sample consists of stopover visitors to The Islands of The Bahamas. Stopover Visitors consists of non-residents travelling to the islands to stay in land-based accommodations and/or pleasure crafts/yachts other than cruise ships for 24 hours or more. In 2005, The Islands of The Bahamas received an estimated 1,608,153 stopover visitors compared to 1,561,312 in 2004, an increase of 3.0%. The majority of stopover visitors 1,380,083 (85.8%) were from the U.S.A. The other stopovers to The Islands of The Bahamas were from Canada, 75,643 (4.7%), Europe, 85,277 (5.3%), and Other Countries 67,150 (4.2%).

The method used in the selection of the sample for this Exit Study can be described as a two-staged Systematic Probability Sampling. With this method every kth element (mainly every 5<sup>th</sup> person) in the sampling frame is selected. Interviews of exiting stopover visitors were conducted at major airports throughout the country. The islands surveyed in this Exit Study include Nassau/Paradise Island, Grand Bahama, Abaco, Andros, Eleuthera, Exuma, Bimini and San Salvador. Interviews during the sampling process were conducted in the mornings, afternoons and evenings.

A total of 7,064 questionnaires were collected from stopover visitors and analyzed. The results were weighted to reflect the place of stay during the visit and the country of residence of the visitor. The published results, therefore, are weighted data and more accurately reflect the real situation. Some of the results in this report are based on the Exit Survey 2005 which was conducted during the same period but contained a larger sample of 13,473. Some of the data was also obtained from the Immigration Cards.

As with any survey dependent upon random sampling, the percentages and averages in this report are subject to sampling error. The sample is used to estimate the population and differences exist between the result of the sample and the true underlying population value that is unknown. Sampling tolerances (error) for the percentages in this report are shown on the next page.

#### SAMPLING TOLERANCES FOR PERCENTAGES AT OR NEAR THESE LEVELS\* 2005

Place of Stay	Base	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
Total	7,064	<u>+</u> 0.7%	<u>+</u> 0.9%	<u>+</u> 1.1%	<u>+</u> 1.1%	<u>+</u> 1.2%
Nassau/P.I.	4,476	<u>+</u> 0.9%	<u>+</u> 1.2%	<u>+</u> 1.3%	<u>+</u> 1.4%	<u>+</u> 1.5%
Grand Bahama	1,389	<u>+</u> 1.6%	<u>+</u> 2.1%	<u>+</u> 2.4%	<u>+</u> 2.6%	<u>+</u> 2.6%
Out Islands	1,199	<u>+</u> 1.7%	<u>+</u> 2.3%	<u>+</u> 2.6%	<u>+</u> 2.8%	<u>+</u> 2.8%

Country of						
Residence	Base	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
U.S.A.	6,062	<u>+</u> 0.8%	<u>+</u> 1.0%	<u>+</u> 1.2%	<u>+</u> 1.2%	<u>+</u> 1.3%
Canada	332	<u>+</u> 3.2%	<u>+</u> 4.3%	<u>+</u> 4.9%	<u>+</u> 5.3%	<u>+</u> 5.4%
Europe	375	<u>+</u> 3.0%	<u>+</u> 4.0%	<u>+</u> 4.6%	<u>+</u> 5.0%	<u>+</u> 5.1%
Other	295	<u>+</u> 3.4%	<u>+</u> 4.6%	<u>+</u> 5.2%	<u>+</u> 5.6%	<u>+</u> 5.7%

<sup>\* 95%</sup> Confidence level

For example, if 50% of the stopover visitors to Nassau/Paradise Island gave a particular response, 95 times out of 100 times, the answer would be no higher than 51.5% and no lower than 48.5% (a margin of plus or minus 1.5%).

#### **EXECUTIVE SUMMARY**

#### **Reason for Visit**

- □ The main reason visitors to the Islands of the Bahamas came to the Islands of the Bahamas was to vacation.
- They chose to visit the Bahamas primarily because of the beaches, for rest and relaxation, because they had never been here before, to enjoy the climate, hotel facilities, because they had friends here, because of the good package deals that were offered, and to enjoy the various sporting attractions offered, (e.g., diving, fishing, golfing, etc.).
- Visitors to Grand Bahama sited Best Value for Money as one of the primary reasons for visiting the Bahamas.

#### **Electronic Media Used**

- □ The electronic media most frequently used when planning a vacation was the Internet, followed by Network Television, Specialty Cable Channels and Specialty New Channels.
- The favorite television networks/stations of visitors to the Islands of the Bahamas were: NBC (Network Station), ABC (Network Station), CBS (Network Station), CNN (Specialty News Station), ESPN (Specialty Cable Channel), FOX (Network Station), HBO (Specialty Cable Channel), and FOXN/Fox News (Specialty News Station).
- □ Visitors to the Islands of the Bahamas watched television primarily between 6:00 p.m. and 10:59 p.m. at night. The most popular time of the day for watching television was between 8:00 p.m. to 8:59 p.m.

### **Print Media Used**

- □ The most popular print media used by visitors to the Islands of the Bahamas when planning their vacations included magazines and newspapers. Magazines were the most popular of the two.
- Some of the top magazines for visitors to the Bahamas were: People, Time Magazine, Cosmopolitan/Cosmo, Newsweek, O (Oprah), US, Sports Magazines, Sports Illustrated, Travel, Vogue/Vogue Living, In Style, Glamour, National Geographic Explorer, Essence, and the New Yorker.

Some of the top newspapers read by visitors to the Bahamas were: The New York Times, USA Today, Wall Street Journal, Washington Post, New York Post, Atlanta Journal-Constitution, the Daily News, Miami Herald, Newsday, Sun Sentinel, Los Angeles Times, and the Chicago Tribune.

#### **Internet Usage**

- □ 77% of the stopover visitors to the Islands of the Bahamas said that they had e-mail addresses.
- □ 86% of them said that they "surfed" the Internet.
- □ Some of the top Internet search engines/content providers for visitors to the Bahamas were: Google, Yahoo, AOL, and MSN.

### **Tour Operators & Travel Agents**

- □ 42% of the stopover visitors to the Bahamas used a tour operator or travel agent to book their reservations.
- □ Some stopovers used a combination of methods to make their reservations, i.e., tour operator/travel agent, direct bookings and/or the internet. The stopover visitors who *did not use* a tour operator or travel agent to book their reservations either booked their reservations directly or via the Internet.
- Of the persons who used a tour operator or travel agent, 30% of them used a tour operator or travel agent to book their hotel and 32% to book their airline reservations. 31% of them booked their hotel via the Internet and 40% booked their airline via the Internet.
- □ Some of the visitors to the Islands of the Bahamas who booked their reservations online used: expedia.com, orbitz.com, travelocity.com, atlantis.com, deltavacations.com, usairwaysvacations.com, carlsonwagonlit.com, cheaptickets.com, continental.com, AA.com, Bahamas.com, Ba.com, aircanada.com, jetblue.com, yahoo.com, Grandbahamavacations.com, 11thhourvacations.com/11th hour Vacations, hotwire.com and priceline.com.
- □ Some of the popular tour operators/travel agents for the *Bahamas Overall* were: Liberty Travel, AAA Travel/Triple AAA, Discover,

Discovery Cruise Lines, American Express Travel, Spring Break Travel, AA Vacations, GOGO Worldwide Vacations/GOGO Tours, Club Med, Apple Vacations, Sanders Travel, Security Travel, RCI Travel, Virgin Holidays, Airtran, Destinations Travel, Spirit Travel, Travel Impressions, Thomas Cook Travel, Special T Travel, World Class Vacations, Princess Vacations, and Fairfield Travel.

### Likelihood of Return & Recommend

- □ 80% of the stopover visitors said that they were likely to return to the Bahamas in 1-5 years. (i.e., 50% of them were very likely and 30% of them were somewhat likely to return to The Bahamas).
- □ 88% of the stopover visitors said that they were likely to recommend the Bahamas to friends and relatives. (i.e., 58% of them indicated that they were very likely and 30% were somewhat likely to recommend The Bahamas to friends and relatives).
- □ Visitors to the Bahamas who were not likely to return or recommend the Bahamas to friends and relatives gave these reasons: high prices (too expensive), they wanted to visit other places, poor attitudes of the people, poor service, hotel (e.g., poor accommodations, rude staff, poor hotel service), the airports, crime, litter/cleanliness (country was too dirty), food (too expensive or poor quality) and lack of activities.

### How and When Did Visitors book their Reservations

- □ Visitors to the Bahamas seemed to prefer short lead times when booking their reservations. They appeared to book their reservations the same month of travel or 1-3 months in advance of travel.
- □ The highest percentage of visitors however, booked their reservations a month before travel.

# **Demographics**

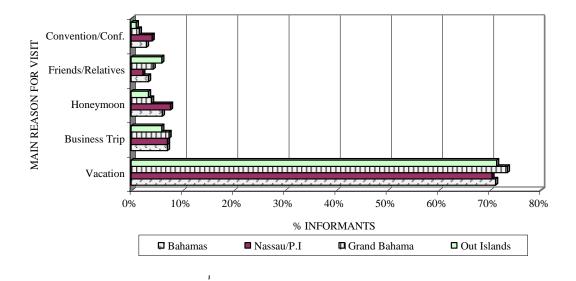
- □ Visitors to the Bahamas were primarily white, between the ages of 25-54, college educated, with annual household incomes over \$60,000.
- □ 55% of the visitors to the Islands of the Bahamas were repeat visitors.

# TOUR OPERATOR AND MEDIA EXIT SURVEY MAIN FINDINGS 2005

# MAIN REASON FOR THIS VISIT TO THE BAHAMAS STOPOVER VISITORS 2005

	Bahamas	Nassau/P.I	Grand Bahama	Out Islands
Vacation	71%	71%	74%	71%
Business Trip	7%	7%	7%	6%
Honeymoon	6%	8%	4%	3%
Friends/Relatives	3%	2%	4%	6%
Convention/Conf.	3%	4%	2%	1%

Source: Exit Survey 2005



- 71% of all stopover visitors to the Islands of The Bahamas were on vacation. 71% to Nassau, 74% to Grand Bahama and 71% to the Out Islands were on vacation.
- 6% of the visitors to the Islands of the Bahamas were on honeymoon,
- 7% of them were on a business trip
- 3% were visiting friends and relatives

## PRIMARY REASON FOR VISIT TO BAHAMAS

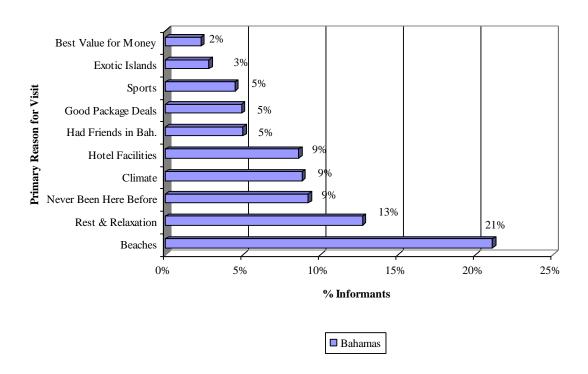
# PRIMARY REASON FOR VISIT TO THE BAHAMAS ISLANDS OF THE BAHAMAS 2005

	Bahamas	Nassau/P.I.	<b>Grand Bahama</b>	Out Islands
Beaches	21%	20%	24%	22%
Rest & Relaxation	13%	13%	12%	13%
Never Been Here Before	9%	10%	10%	5%
Climate	9%	10%	8%	6%
Hotel Facilities	9%	12%	3%	4%
Had Friends in Bah.	5%	4%	5%	9%
Good Package Deals	5%	6%	6%	1%
Sports	5%	2%	3%	16%
Exotic Islands	3%	2%	3%	5%
Best Value for Money	2%	2%	4%	1%

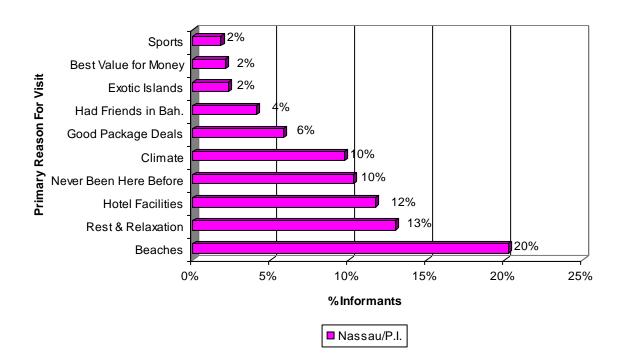
# Visitors to the Islands of the Bahamas indicated that the primary reasons for visiting the Bahamas were:

- The beaches
- Rest & relaxation
- The fact that they had never been here before
- Climate
- Hotel facilities
- Because they had friends in The Bahamas
- Good package deals
- Sporting attractions (e.g. diving, golf)
- The perception that The Bahamas was exotic
- The perception that they would receive the best value for the money

#### **Bahamas**



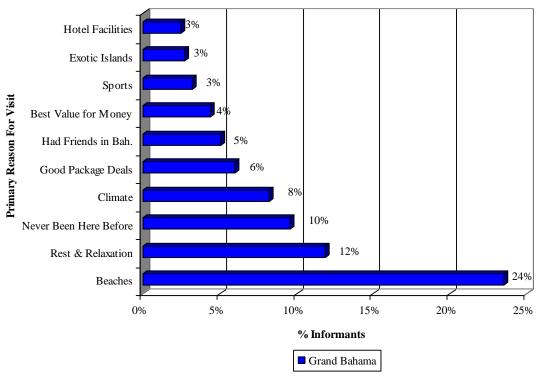
#### Nassau/P.I.



# Visitors to Nassau/Paradise Island indicated that the primary reasons for visiting the Bahamas were:

- The beaches (20%)
- Rest and relaxation (13%)
- Hotel facilities (12%)
- The fact that they had never been here before (10%)
- Climate (10%)
- Good package deals (6%)
- Because they had friends in The Bahamas (4%)

#### **Grand Bahama**

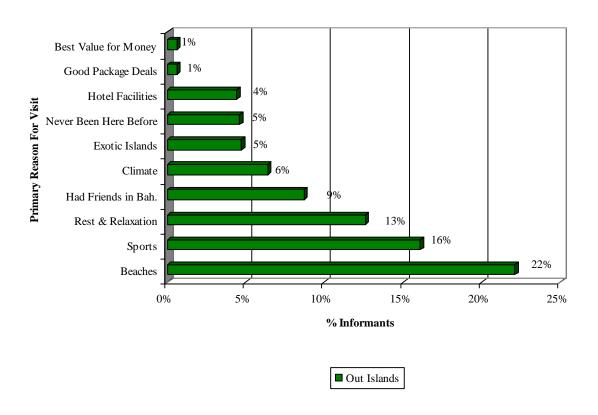


# Visitors to Grand Bahama Island indicated that the primary reasons for visiting the Bahamas were:

- The beaches (24%)
- Rest and relaxation (12%)
- The fact that they had never been here before (10%)
- Climate (8%)
- The good package deals offered (6%)

- Because they had friends in The Bahamas (5%)
- The perception that they would receive the best vacation value for money (4%)
- Unlike Nassau/P.I, hotel facilities were not as important a reason for choosing to visit Grand Bahama.

#### **Out Islands**



# Visitors to the Out Islands indicated that the primary reasons for visiting the Bahamas were:

- The beaches (22%)
- Sporting attractions available (e.g. diving, fishing, golf, etc.) (16%)
- Rest and relaxation (13%)
- Because they had friends in The Bahamas (9%)
- Climate (6%)
- The perception that The Bahamas was exotic (5%)
- The fact that they had never been to The Bahamas before (5%)

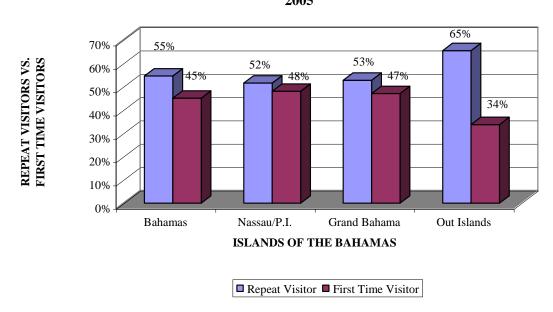
#### REPEAT VISITORS VS. FIRST TIME VISITORS

# REPEAT VISITOR VS FIRST TIME VISITOR ISLANDS OF THE BAHAMAS 2005

	Bahamas	Nassau/P.I.	<b>Grand Bahama</b>	Out Islands
Repeat Visitor	55%	52%	53%	65%
First Time Visitor	45%	48%	47%	34%

Source:Exit Survey 2005

# REPEAT VS FIRST TIME VISITOR 2005



- 55% of the stopover visitors to The Islands of The Bahamas Overall were repeat visitors and 45% of them were visiting for the first time.
- 52% of the stopovers to Nassau/P.I. were repeat visitors and 48% were first time visitors.
- 53% of the stopover visitors to Grand Bahama were repeat visitors and 47% were first time visitors.
- As usual the Out Islands captured the highest percentage of repeat visitors. 65% of all stopover visitors to the Out Islands were repeat visitors and 34% of them were visiting the Islands of The Bahamas for the first time.

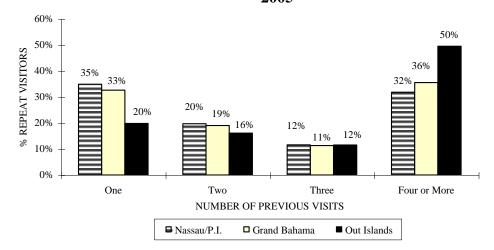
### **NUMBER OF PREVIOUS VISITS EVER MADE**

### NUMBER OF PREVIOUS VISITS EVER MADE TO THE BAHAMAS REPEAT VISITORS 2005

		Number of Times			
	One	Two	Three	Four or More	
Nassau/P.I.	35%	20%	12%	32%	
Grand Bahama	33%	19%	11%	36%	
Out Islands	20%	16%	12%	50%	
All Bahamas	31%	19%	12%	37%	

Source: Exit Survey 2005

## NUMBER OF PREVIOUS VISITS EVER MADE TO THE BAHAMAS REPEAT VISITORS 2005

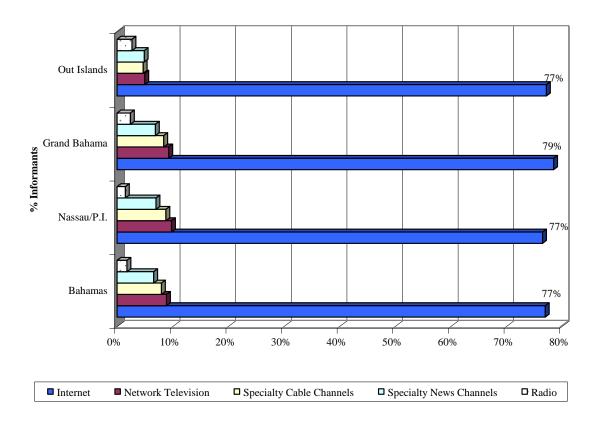


- 31% of the stopover visitors to the Bahamas had been here once before. 35% to Nassau/P.I., 33% to Grand Bahama and 20% to the Out Islands had visited once before
- 19% of the stopovers to the Bahamas had been here twice before.
- 12% of them had been here three times before
- 37% of the stopovers to the Bahamas had visited 4 or more times. 32% to Nassau/P.I., 36% to Grand Bahama and 50% to the Out Islands had visited The Bahamas 4 or more times.
- The Out Islands had the highest percentage of stopovers who had come to The Bahamas 4 or more times.

# **ELECTRONIC MEDIA USED FOR PLANNING VACATIONS**

# ELECTRONIC MEDIA MOST FREQUENTLY USED WHEN PLANNING YOUR VACATION ISLANDS OF THE BAHAMAS 2005

	Bahamas	Nassau/P.I.	<b>Grand Bahama</b>	Out Islands
Internet	77%	77%	79%	77%
Network Television	9%	10%	9%	5%
Specialty Cable Channels	8%	9%	8%	5%
Specialty News Channels	7%	7%	7%	5%
Radio	2%	2%	2%	3%



#### **Bahamas Overall**

- 77% of the visitors to the Islands of the Bahamas indicated that the electronic media most frequently used when planning their vacations was the *Internet*. Expedia.com, orbitz.com, travelocity.com, atlantis.com, deltavacations.com, usairwaysvacations.com, carlsonwagonlit.com, cheaptickets.com, continental.com, AA.com, Bahamas.com, Ba.com, aircanada.com, jetblue.com, yahoo.com, Grandbahamavacations.com, 11thhourvacations.com/11<sup>th</sup> hour Vacations, hotwire.com and priceline.com were the most popular online booking travel companies used by visitors to book their reservations in 2005.
- *Network Television* was the next most popular electronic media used by visitors to *The Islands of The Bahamas* to plan their vacations.
- 9% of the visitors to the Islands of the Bahamas used *Network Television* when planning their vacations
- 8% used *Specialty Cable Channels*.
- 7% used *Specialty News Channels*.

### Nassau/Paradise Island

- 77% of the visitors to *Nassau/Paradise Island* used the Internet to plan their vacations.
- 10% of the visitors to *Nassau/Paradise Island* used Network Television when planning their vacations
- 9% used Specialty Cable Channels
- 7% used Specialty News Channels.

## **Grand Bahama Island**

- 79% of the visitors to *Grand Bahama* used the Internet to plan their vacations
- 9% of the visitors to *Grand Bahama* used Network Television when planning their vacations
- 8% used Specialty Cable Channels
- 7% used Specialty News Channels

# **Out Islands**

- 77% of the visitors from the *Out Islands* used the Internet to plan their vacations.
- 5% of the visitors to *The Out Islands* used Network Television when planning their vacations
- 5% used Specialty News Channels
- 5% used Specialty Cable Channels

# FAVOURITE TELEVISION NETWORKS

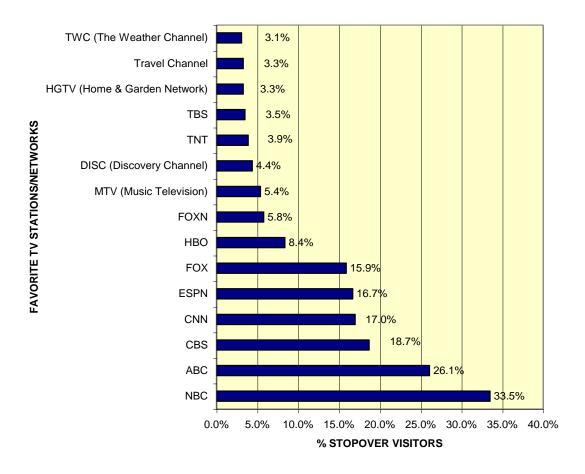
# TOP 30 FAVORITE TELEVISION NETWORKS/STATIONS/CHANNELS ISLANDS OF THE BAHAMAS 2005

	Bahamas	Nassau/P.I.	Grand Bahama	Out Islands
1	NBC	NBC	NBC	NBC
2	ABC	ABC	ABC	ABC
3	CBS	CBS	CNN	CNN
4	CNN	ESPN	CBS	ESPN
5	ESPN	FOX	FOX	FOX
6	FOX	CNN	ESPN	CBS
7	НВО	НВО	НВО	FOXN
8	FOXN	MTV (Music Television)	FOXN	DISC (Discovery Channel)
9	MTV (Music Television)	FOXN	MTV (Music Television)	НВО
10	DISC (Discovery Channel)	TNT	HGTV (Home & Garden Network)	MTV (Music Television)
11	TNT	DISC (Discovery Channel)	TBS	PBS (Public Broadcasting Station)
12	TBS	Travel Channel	DISC (Discovery Channel)	HIST(History Channel)
13	HGTV (Home & Garden Network)	TBS	TNT	FOOD (Food Network)
14	Travel Channel	TWC (The Weather Channel)	LIFE (Lifetime)	CNBC
15	TWC (The Weather Channel)	HIST(History Channel)	LFMN (Lifetime Movie Network)	MSNBC
16	HIST(History Channel)	HGTV (Home & Garden Network)	TWC (The Weather Channel)	TWC (The Weather Channel)
17	LIFE (Lifetime)	USA	HIST(History Channel)	A & E (Arts & Entertainment Network)
18	A & E (Arts & Entertainment Network)	LIFE (Lifetime)	TLC (The Learning Channel)	CMDY (Comedy Central)
19	FOOD (Food Network)	A & E (Arts & Entertainment Network)	USA	Travel Channel
20	USA	FOOD (Food Network)	WB	TLC (The Learning Channel)
21	TLC (The Learning Channel)	TLC (The Learning Channel)	Travel Channel	TNT
22	MSNBC	MSNBC	FOOD (Food Network)	BBCW (BBC World, London)
23	WB	WB	A & E (Arts & Entertainment Network)	HGTV (Home & Garden Network)
24	CMDY (Comedy Central)	CMDY (Comedy Central)	VH1	TBS
25	LFMN (Lifetime Movie Network)	BBCW (BBC World, London)	BBCW (BBC World, London)	LIFE (Lifetime)
26	BBCW (BBC World, London)	VH1	BET (Black Entertainment Television)	USA
27	PBS (Public Broadcasting Station	LFMN (Lifetime Movie Network)	MSNBC	WB
28	CNBC	CNBC	CNBC	VH1
29	VH1	SCIFI (Science Fiction Network)	CMDY (Comedy Central)	BBCA (BBC America)
30	SCIFI (Science Fiction Network))	PBS (Public Broadcasting Station)	SCIFI (Science Fiction Network))	CBC (Canada)

Network Television was the second most popular electronic media used by visitors to The Islands of The Bahamas to plan their vacations. In addition, many visitors to the Bahamas used Network Television and other TV stations like Specialty Cable Channels, and Specialty News Channels for their viewing enjoyment.

### **Islands of The Bahamas**

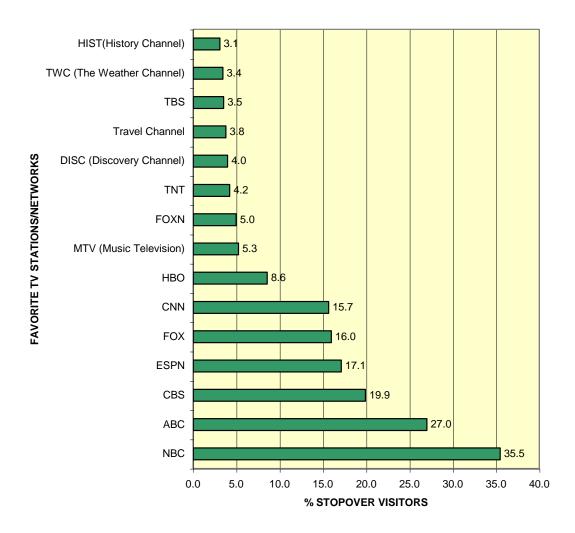
# FAVORITE TELEVISION NETWORKS/STATIONS ISLANDS OF THE BAHAMAS



- NBC was the favorite television network/station viewed by visitors to the Bahamas.
- ABC was 2<sup>nd</sup>
- CBS was 3<sup>rd</sup>
- CNN was 4<sup>th</sup>
- ESPN was 5<sup>th</sup>
- Fox was 6<sup>th</sup>

# Nassau/Paradise Island

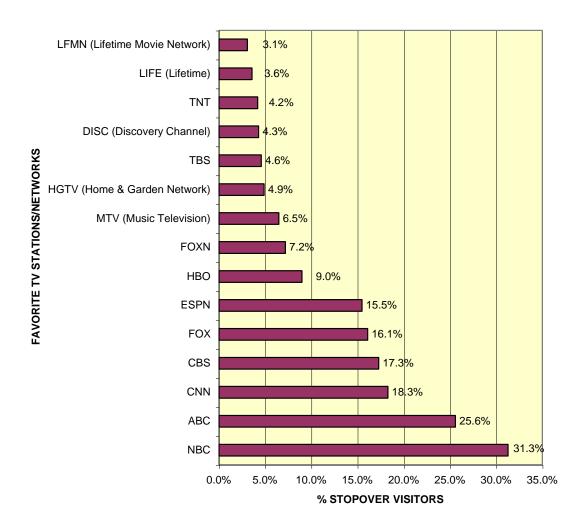
#### FAVORITE TELEVISION NETWORKS/STATIONS NASSAU & PARADISE ISLAND



- NBC was the favorite television network/station viewed by visitors to Nassau/Paradise Island.
- ABC was 2<sup>nd</sup>
- CBS was 3<sup>rd</sup>
- ESPN was 4<sup>th</sup>
- FOX was 5<sup>th</sup>
- CNN was 6<sup>th</sup>

# **Grand Bahama**

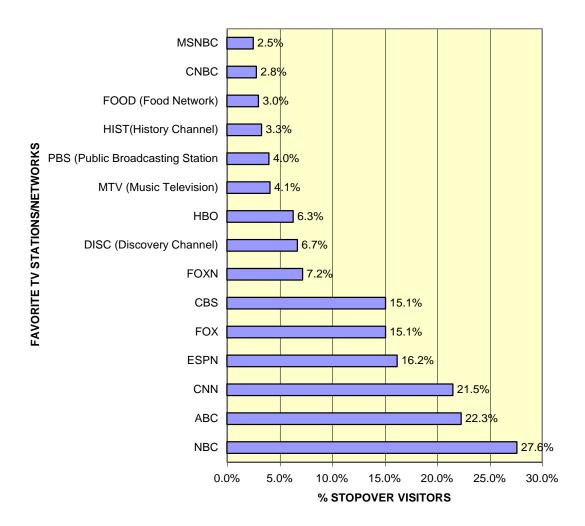
#### FAVORITE TELEVISION NETWORKS/STATIONS GRAND BAHAMA ISLAND



- NBC was the favorite television network/station viewed by visitors to Grand Bahama Island.
- ABC was 2<sup>nd</sup>
- CNN was 3<sup>rd</sup>
- CBS was 4<sup>th</sup>
- FOX was 5<sup>th</sup>
- ESPN was 6<sup>th</sup>

# **Out Islands**

# FAVORITE TELEVISION NETWORKS/STATIONS OUT ISLANDS



- NBC was the favorite television network/station viewed by visitors to The Out Islands.
- ABC was 2<sup>nd</sup>
- CNN was 3<sup>rd</sup>
- ESPN was 4<sup>th</sup>
- FOX was 5<sup>th</sup>
- CBS was 6<sup>th</sup>

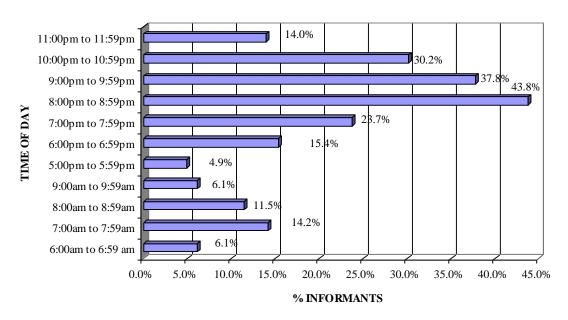
### **Time Visitors Most Likely to Watch Television**

# TIME MOST LIKELY TO WATCH TELEVISION ISLANDS OF THE BAHAMAS 2005

	Bahamas	Nassau/P.I.	Grand Bahama	Out Islands
6:00am to 6:59 am	6.1%	6.4%	6.0%	5.1%
7:00am to 7:59am	14.2%	15.1%	12.8%	12.3%
8:00am to 8:59am	11.5%	11.7%	11.2%	10.5%
9:00am to 9:59am	6.1%	5.7%	7.8%	5.4%
5:00pm to 5:59pm	4.9%	4.7%	5.8%	4.7%
6:00pm to 6:59pm	15.4%	16.0%	13.4%	16.2%
7:00pm to 7:59pm	23.7%	22.3%	25.3%	27.8%
8:00pm to 8:59pm	43.8%	43.6%	42.3%	46.8%
9:00pm to 9:59pm	37.8%	37.9%	36.7%	38.7%
10:00pm to 10:59pm	30.2%	30.7%	29.7%	28.5%
11:00pm to 11:59pm	14.0%	14.6%	14.4%	10.7%

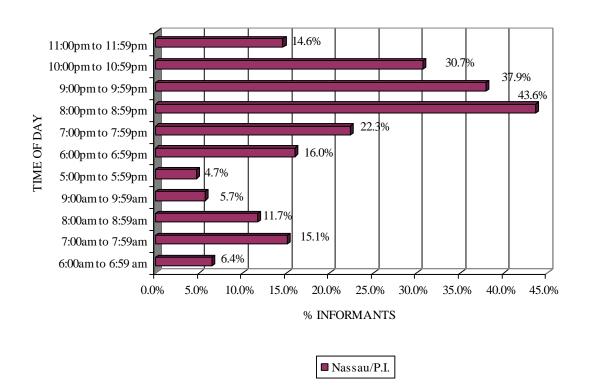
- Visitors to the Bahamas Overall, Nassau/Paradise Island, Grand Bahama and the Out Islands were most likely to watch television between the hours of 6:00 p.m. in the evening to 10:59 p.m. at night.
- The *most popular time* however for watching television for visitors to the Islands of the Bahamas was between 8:00 p.m. to 8:59 p.m.
- 15% of the visitors to the Bahamas watched television between 6:00 p.m. to 6:59 p.m. in the evening.
- 24% of them watched television between 7:00 p.m. to 7:59 p.m.
- 44% of them watched television between 8:00 p.m. to 8:59 p.m.
- 38% of them watched television between 9:00 p.m. to 9:59 p.m.
- 30% of them watched television between 10:00 p.m. to 10:59 p.m. at night.

#### **Bahamas**

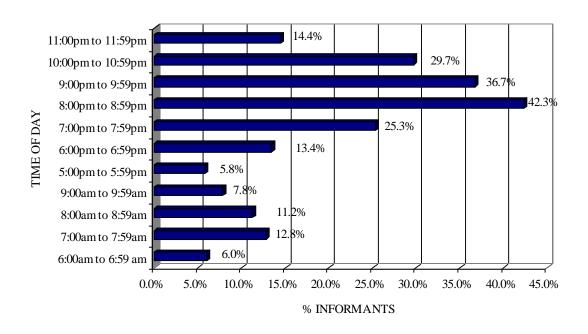


Bahamas

#### Nassau/P.I.

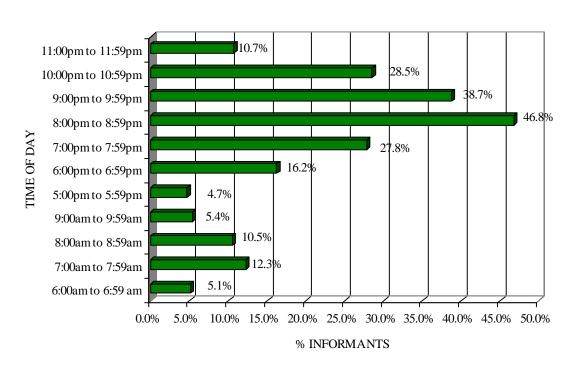


#### **Grand Bahama**



■ Grand Bahama

#### **Out Islands**



Out Islands

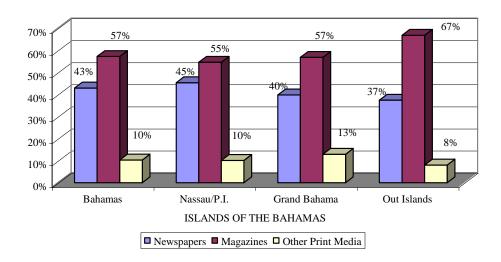
#### PRINT MEDIA CHOICES

# PRINT MEDIA USED WHEN PLANNING YOUR VACATION ISLANDS OF THE BAHAMAS 2005

	Bahamas	Nassau/P.I.	<b>Grand Bahama</b>	Out Islands
Newspapers	43%	45%	40%	37%
Magazines	57%	55%	57%	67%
Other Print Media	10%	10%	13%	8%

Americans, Europeans and visitors from some other countries were more likely to use magazines than newspapers when planning their vacations. Canadians on the other hand are more likely to use newspapers when planning their vacations.

#### PRINT MEDIA USED WHEN PLANNING YOUR VACATION



Visitors to The Bahamas as a whole, read both newspapers and magazines (most popular) when they were planning their vacations.

- 43% of the visitors to the Bahamas read newspapers when they were planning their vacations and 57% of them read magazines.
- 45% of the visitors to Nassau/Paradise Island read newspapers when they were planning their vacations and 55% of them read magazines.
- 40% of the visitors to Grand Bahama Island read newspapers when they were planning their vacations and 57% of them read magazines.
- 37% of the visitors to the Out Islands read newspapers when they were planning their vacations and 67% of them read magazines.

## **MAGAZINES THAT VISITORS WERE READING**

Visitors to the Islands of the Bahamas read a very wide selection of magazines and listed over 140 magazines on the questionnaires. They read magazines that dealt with sporting activities like golf, fly fishing, boating, yachting, fitness/health, automobiles, flying, diving, etc. They read magazines that dealt with the latest fashions and makeup. They read magazines on business issues, current events, home and garden, home improvements. They read magazines on parenting, bridal matters, cooking, food & wine, nature, fitness, finances, travel, computers, religion, and simply life. Visitors to the Islands of the Bahamas read such a large selection of magazines that only the top ones are listed in this report.

The top 35 magazines read by visitors to the Islands of the Bahamas, Nassau/Paradise Island, Grand Bahama and The Out Islands are shown on the following pages.

It is interesting to note that there were 3 very prominent African American magazines among the top read magazines for Grand Bahama in 2005. Ebony, Essence and Jet all appeared in the top 20 magazines read by visitors to Grand Bahama. These African American magazines were not among the top 35 magazines read by visitors to The Out Islands. Grand Bahama is known to receive a higher percentage of African American Visitors than most of the other islands in The Bahamas.

- More than half (57%) of the stopover visitors to The Islands of the Bahamas said that they used magazines to help them plan their vacations.
- 55% of the stopover visitors to Nassau/Paradise Island said that they used magazines to help plan their vacations
- 57% of the stopovers to Grand Bahama said that they did this
- 67% of them to the Out Islands did this.

# TOP 35 FAVORITE MAGAZINES READ BY VISITORS ISLANDS OF THE BAHAMAS 2005

	Bahamas	Nassau/P.I.	Grand Bahama	Out Islands
1 People		People	People	Other Sports Magazines
2 Time Mag	gazine	Time Magazine	Time Magazine	Time Magazine
3 Cosmopoli	itan	Cosmopolitan	Newsweek	People
4 Newsweek	•	Newsweek	Cosmopolitan	Newsweek
5 O (Oprah)	)	O (Oprah)	Essence	New Yorker
6 US		US	US	Conde Naste Travel
7 Other Spor	rts Magazines	Vogue/Vogue Living	Ebony	Travel
8 Sports Illus	strated	In Style	O (Oprah)	Travel & Leisure
9 Travel		Sports Illustrated	Sports Illustrated	Sports Illustrated
10 Vogue/Vog	gue Living	Glamour	Other Sports Magazines	National Geographic Explorer
11 In Style		Travel	Glamour	Vogue/Vogue Living
12 Glamour		National Geographic Explorer	Southern Living	Fly Fishing
13 National G	eographic Explorer	Reader's Digest	In Style	Cosmopolitan
14 Essence		Essence	Travel	Vanity Fair
15 New Yorke	er	Good Housekeeping	Good Housekeeping	Business Week
16 Travel & L	eisure	Better Homes & Gardens	Better Homes & Gardens	Southern Living
17 Reader's D	rigest	Travel & Leisure	Reader's Digest	Forbes
18 Ebony		Ebony	National Geographic Explorer	In Style
19 Good Hous	sekeeping	New Yorker	Maximum/Maxim	US
20 Better Hon	nes & Gardens	Southern Living	Jet	Golf Digest
21 Southern L	Living	Maximum/Maxim	Self	Men's Health
22 Conde Nas	ste Travel	Other Sports Magazines	Redbook	Salt Water Fisherman/Sportsman
23 Maximum/	Maxim	Men's Health	Golf	Glamour
24 Men's Heal	lth	Real Simple	Travel & Leisure	Outdoor Life
25 Real Simpl	le	Jet	Shape	O (Oprah)
26 Vanity Fair	r	Money	Golf Digest	Better Homes & Gardens
27 Jet		Conde Naste Travel	Men's Health	Maximum/Maxim
28 Elle Decor	•	Elle Decor	Vogue/Vogue Living	Islands
29 Self		Fortune	Conde Naste Travel	Fortune
30 Money		Food & Wine	Fitness	Real Simple
31 Golf		Vanity Fair	Real Simple	Coastal
32 Golf Diges	t	Self	Vanity Fair	Golf
33 Business W	Veek	Fitness	Elle Decor	Food & Wine
34 Redbook		Playboy	Forbes	Elle Decor
35 Fortune		Redbook	Allure	National Geographic Traveller

The magazine Boating was also a popular magazine for visitors to the Out Islands.

- Stopover Visitors to the Islands of the Bahamas are primarily between the ages of 25 to 54, well educated individuals with College degrees, and with household incomes over \$60,000. Most of them are also Americans. The demographics of the stopover visitors to the Bahamas are reflected in their magazine selections. The magazines enjoyed by the stopover target audience of the Bahamas are primarily very upscale.
- The magazine selections further reflect that there are some differences in interests between the stopover visitors who visit Nassau, Grand Bahama and the Out Islands.

### Nassau/Paradise Island and Grand Bahama

The following magazines were in the top 35 magazine selections for Nassau/P.I. and Grand Bah. but not in the top 35 for the Out Islands.

- Reader's Digest
- Essence
- Good Housekeeping
- Ebony
- Jet
- Self
- Fitness
- Redbook

The Out Islands do not receive a large amount of African American stopover visitors. Most of the African American stopover visitors to the Bahamas go to Nassau/Paradise Island and Grand Bahama. Therefore magazines such as Essence, Ebony and Jet were not listed in the top 35 magazines of choice for the target audience for The Out Islands.

# Nassau/Paradise Island and The Out Islands

The following magazines were in the top 35 magazine selections for Nassau/P.I. and The Out Islands but not in the top 35 for Grand Bahama.

- New Yorker
- Fortune
- Food and Wine

### **Grand Bahama and The Out Islands**

The following magazines were in the top 35 magazine selections for Grand Bahama and The Out Islands but not in the top 35 for Nassau/P.I.

- Golf
- Golf Digest
- Forbes

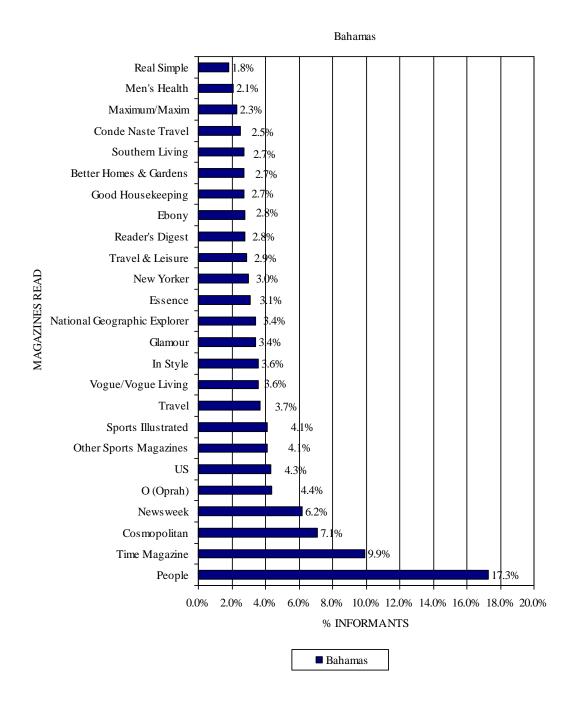
Grand Bahama Island is a well known destination for golfing. The island boasts some of the best world class golf courses in the Islands of The Bahamas. The Out Islands received a very upscale market of visitors who also played golf but who did not necessarily go to the Out Islands for that purpose.

### **The Out Islands Only**

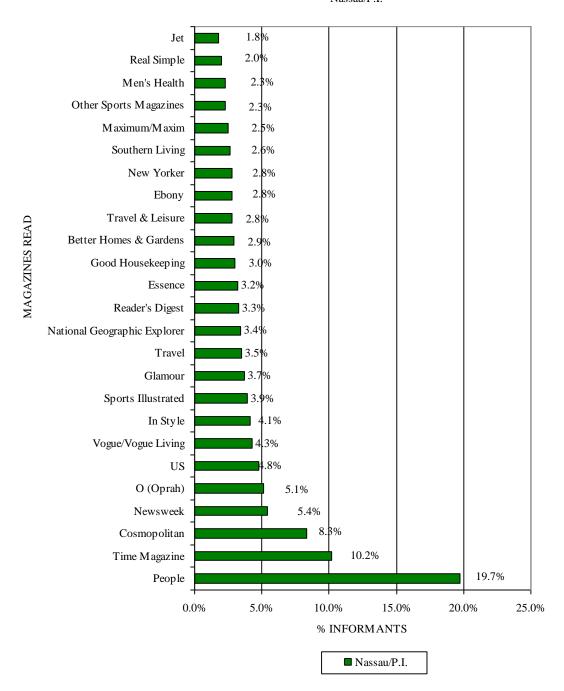
The following magazines were in the top 35 magazine selections for The Out Islands but not in the top 35 for Nassau/P.I. or Grand Bahama.

- Fly Fishing
- Business Week
- Salt Water Fisherman/Sportsman
- Outdoor Life
- Islands
- Coastal
- National Geographic Traveller

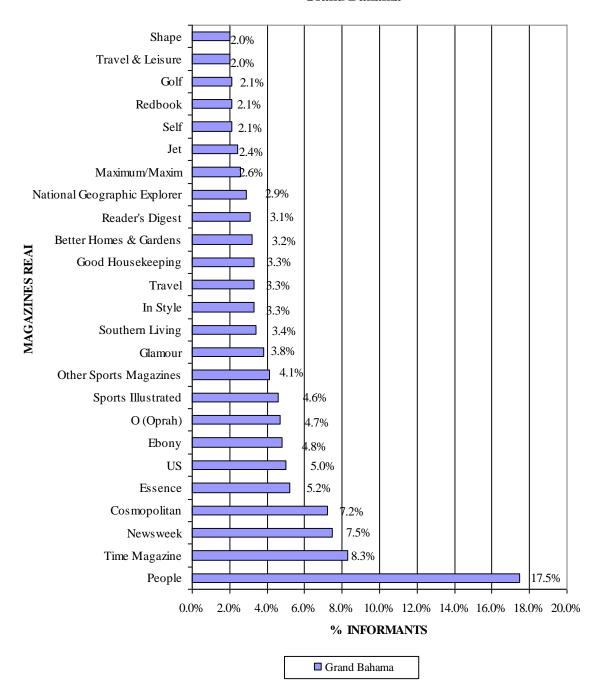
One of the primary reasons stopover visitors select the Out Islands is because of the sporting attractions for example, fishing, diving, etc. Therefore it is not surprising to see so many sporting magazines in the top 35 magazines for The Out Islands.



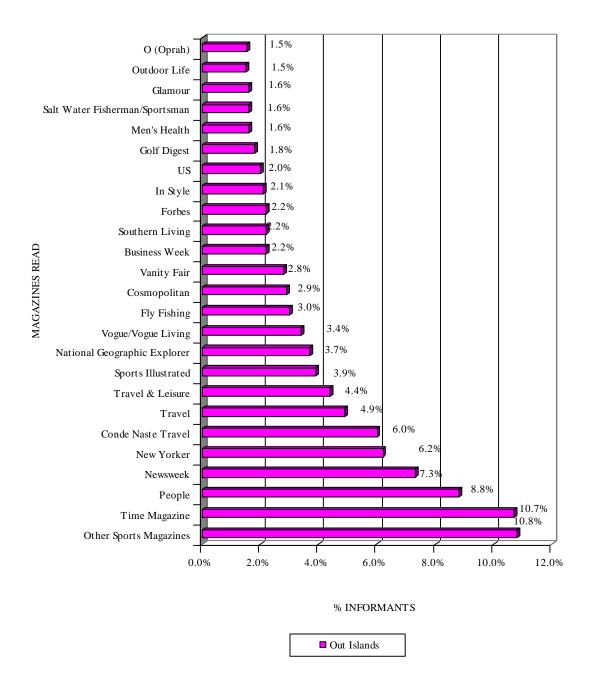
Nassau/P.I.



#### **Grand Bahama**



#### **Out Islands**



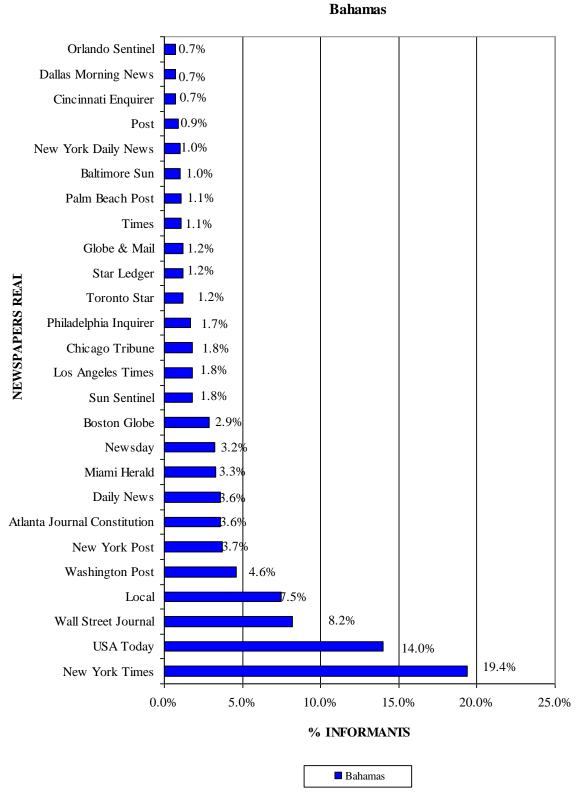
### **NEWSPAPERS THAT VISITORS WERE READING**

# TOP 35 FAVORITE NEWSPAPERS READ BY VISITORS ISLANDS OF THE BAHAMAS 2005

Bahamas	Nassau/P.I.	Grand Bahama	Out Islands
1 New York Times	New York Times	USA Today	New York Times
2 USA Today	USA Today	New York Times	Wall Street Journal
3 Wall Street Journal	Local	Atlanta Journal Constitution	USA Today
4 Local	Wall Street Journal	Local	Miami Herald
5 Washington Post	Newsday	Wall Street Journal	Local
6 New York Post	New York Post	Washington Post	Sun Sentinel
7 Atlanta Journal Constitution	Daily News	Boston Globe	Washington Post
8 Daily News	Washington Post	Chicago Tribune	Boston Globe
9 Miami Herald	Miami Herald	Daily News	Atlanta Journal Constitution
10 Newsday	Boston Globe	Freeport News	Palm Beach Post
11 Boston Globe	Atlanta Journal Constitution	New York Post	Chicago Tribune
12 Sun Sentinel	Los Angeles Times	Baltimore Sun	New York Post
13 Los Angeles Times	Philadelphia Inquirer	Palm Beach Post	Los Angeles Times
14 Chicago Tribune	Star Ledger	Miami Herald	San Francisco Chronicle
15 Philadelphia Inquirer	Toronto Star	Los Angeles Times	Denver Post
16 Toronto Star	Chicago Tribune	Philadelphia Inquirer	St. Petersburg Times
17 Star Ledger	Globe & Mail	Sun Sentinel	Times
18 Globe & Mail	New York Daily News	Richmond Times Dispatch	Dallas Morning News
19 Times	Sun Sentinel	Charlotte Observer	Philadelphia Inquirer
20 Palm Beach Post	Post	Dallas Morning News	Houston Chronicle
21 Baltimore Sun	Times	Times	La Presse (Montreal, Quebec)
22 New York Daily News	Cincinnati Enquirer	Virginia Pilot/Norfolk Virginian Pilot	Orlando Sentinel
23 Post	Baltimore Sun	Globe & Mail	Globe & Mail
24 Cincinnati Enquirer	Daily Mail	Houston Chronicle	Toronto Star
25 Dallas Morning News	Orlando Sentinel	Newsday	Minneapolis Star Tribune
26 Orlando Sentinel	Charlotte Observer	Cleveland Plain Dealer	Daily News
27 Daily Mail	Journal News	Boston Herald	Baltimore Sun
28 Charlotte Observer	Financial Times	Daily Press	Tampa Tribune
29 Hartford Courant	Hartford Courant	The Times (U.K.)	Abaconian
30 Financial Times	Dallas Morning News	Hartford Courant	Herald
31 Houston Chronicle	St. Louis Post Dispatch/Post Dispatch		Financial Times
32 Richmond Times Dispatch	Record	New York Daily News	Daily Mail
33 Journal News	Montreal Gazette	Pittsburgh Post Gazette	The Times (U.K.)
34 Herald	Toronto Sun	Denver Post	Milwaukee Journal/Mil Journal
35 San Francisco Chronicle	Columbus "Ohio" Dispatch	Chicago Sun Times	St. Louis Post Dispatch/Post Dispatch

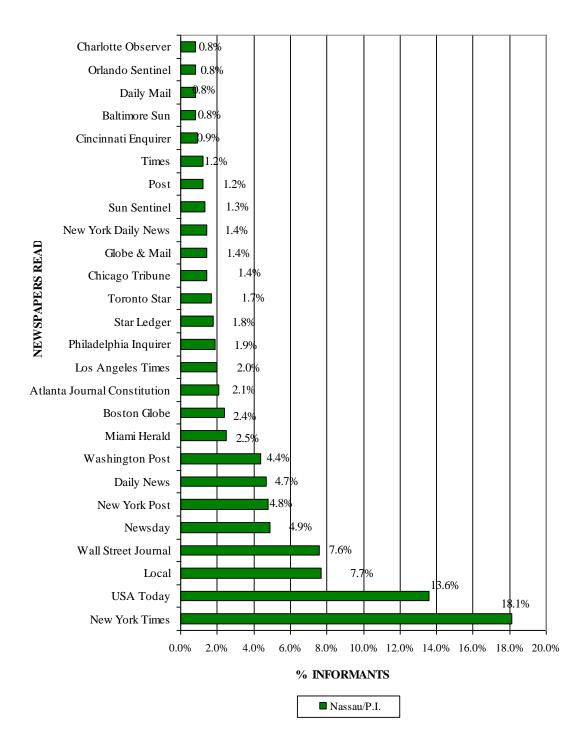
#### WHAT NEWSPAPERS DO YOU READ? ISLANDS OF THE BAHAMAS 2005

		Bahamas	Nassau/P.I.	Grand Bah.	<b>Out Islands</b>
1	New York Times	19.4%	18.1%	14.4%	30.3%
2	USA Today	14.0%	13.6%	17.4%	11.5%
3	Wall Street Journal	8.2%	7.6%	6.2%	12.6%
4	Local	7.5%	7.7%	7.7%	6.4%
5	Washington Post	4.6%	4.4%	5.8%	3.7%
6	New York Post	3.7%	4.8%	1.9%	1.5%
7	Atlanta Journal Constitution	3.6%	2.1%	9.2%	2.3%
8	Daily News	3.6%	4.7%	2.5%	0.6%
9	Miami Herald	3.3%	2.5%	1.7%	8.1%
10	Newsday	3.2%	4.9%	0.7%	0.1%
11	Boston Globe	2.9%	2.4%	4.3%	3.4%
12	Sun Sentinel	1.8%	1.3%	1.6%	4.3%
13	Los Angeles Times	1.8%	2.0%	1.6%	1.5%
14	Chicago Tribune	1.8%	1.4%	2.7%	2.1%
15	Philadelphia Inquirer	1.7%	1.9%	1.6%	0.9%
16	Toronto Star	1.2%	1.7%	0.3%	0.7%
17	Star Ledger	1.2%	1.8%	0.5%	0.2%
18	Globe & Mail	1.2%	1.4%	0.8%	0.8%
19	Times	1.1%	1.2%	0.8%	1.0%
20	Palm Beach Post	1.1%	0.5%	1.8%	2.3%
21	Baltimore Sun	1.0%	0.8%	1.9%	0.6%
22	New York Daily News	1.0%	1.4%	0.5%	0.2%
23	Post	0.9%	1.2%	0.4%	0.4%
24	Cincinnati Enquirer	0.7%	0.9%	0.4%	0.3%
25	Dallas Morning News	0.7%	0.6%	0.9%	1.0%
26	Orlando Sentinel	0.7%	0.8%	0.4%	0.9%
27	Daily Mail	0.7%	0.8%	0.5%	0.5%
1	Charlotte Observer	0.7%	0.8%	1.0%	0.1%
29	Hartford Courant	0.6%	0.7%	0.6%	0.3%
30	Financial Times	0.6%	0.7%	0.1%	0.5%
31	Houston Chronicle	0.6%	0.4%	0.7%	0.9%
32	Richmond Times Dispatch	0.6%	0.5%	1.1%	0.1%
33	Journal News	0.5%	0.8%	0.3%	0.0%
1	Herald	0.5%	0.5%	0.5%	0.5%
35	San Francisco Chronicle	0.5%	0.3%	0.4%	1.2%
36	Denver Post	0.5%	0.3%	0.5%	1.0%
37	Montreal Gazette	0.5%	0.6%	0.5%	0.2%
38	St. Louis Post Dispatch/Post Dispatch	0.5%	0.6%	0.1%	0.5%

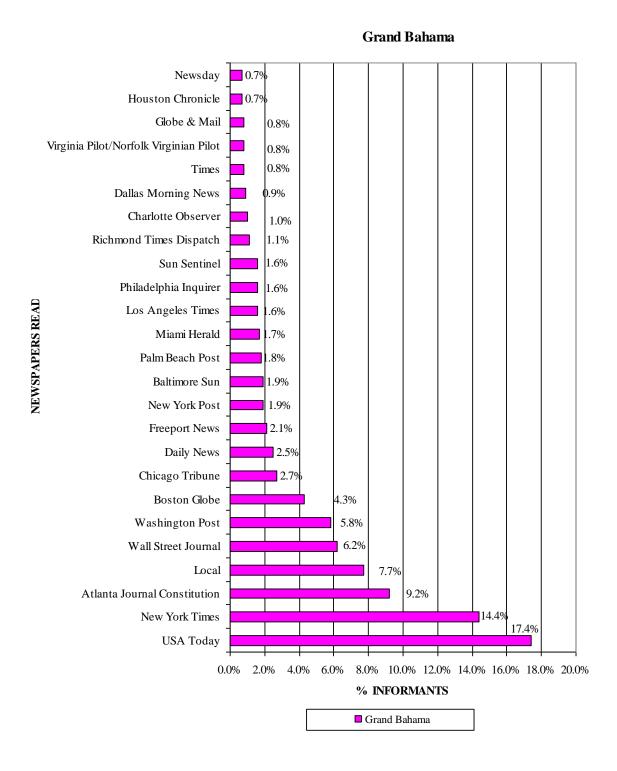


The above graph shows the top 26 newspapers stopover visitors to the Islands of the Bahamas indicated that they read.

#### Nassau/P.I.

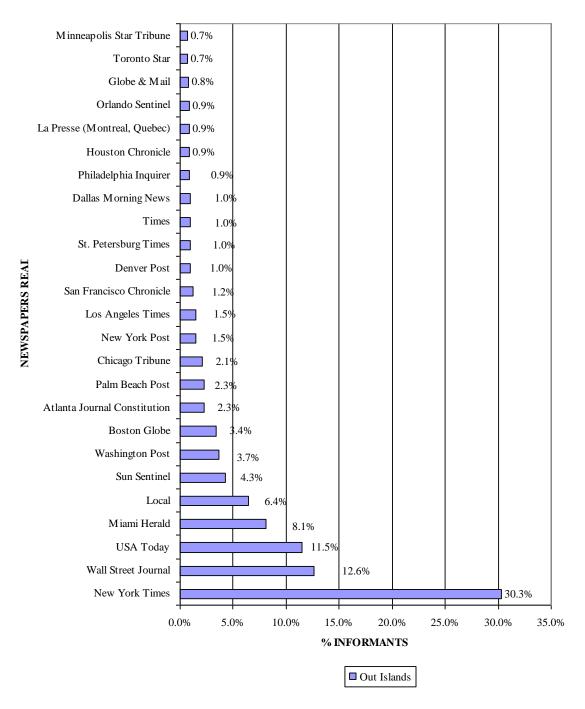


The above graph shows the top 26 newspapers stopover visitors to the Nassau/Paradise Island indicated that they read.



The above graph shows the top 25 newspapers stopover visitors to Grand Bahama Island indicated that they read.

#### **Out Islands**



The above graph shows the top 25 newspapers stopover visitors to The Out Islands indicated that they read.

N.B. Forty-three percent (43%) of the visitors indicated that they used newspapers when they were planning their vacations. Forty-five percent (45%) of the visitors to Nassau/Paradise Island indicated that they used newspapers when they were planning their vacations. Forty percent (40%) of the visitors to Grand Bahama indicated that they used newspapers when planning their vacations and 37% of the stopover visitors to the Out Islands indicated this.

# NEWSPAPERS AND SOME OF THE TOP PRODUCING MARKETS ISLANDS OF THE BAHAMAS 2005

	Top Newspapers	Top Producing	Top Newspapers	Top Producing
	Read By Visitors	Markets	Read By Visitors	Markets
	All Bahamas	for All Bahamas	To Nassau/P.I.	for Nassau/P.I.
1	New York Times	New York/Read Worldwide	New York Times	New York/Read Worldwide
2	USA Today	Read Worldwide	USA Today	Read Worldwide
3	Wall Street Journal	New York/Read Worldwide	Local	Various States
4	Local	Various States	Wall Street Journal	New York/Read Worldwide
5	Washington Post	Washington, DC	Newsday	New York
6	New York Post	New York	New York Post	New York
7	Atlanta Journal Constitution	Atlanta, Georgia	Daily News	Various States
8	Daily News	Various States	Washington Post	Washington, DC
9	Miami Herald	Miami, FL/Read Worldwide	Miami Herald	Miami, FL/Read Worldwide
10	Newsday	New York	Boston Globe	Boston, MA
11	Boston Globe	Boston, MA	Atlanta Journal Constitution	Atlanta, Georgia
12	Sun Sentinel	South Florida, FL	Los Angeles Times	Los Angeles, California
13	Los Angeles Times	Los Angeles, California	Philadelphia Inquirer	Philadelphia, PA
14	Chicago Tribune	Chicago, ILL	Star Ledger	New Jersey
15	Philadelphia Inquirer	Philadelphia, PA	Toronto Star	Toronto, Ontario (Canada)
16	Toronto Star	Toronto, Ontario (Canada)	Chicago Tribune	Chicago, ILL
17	Star Ledger	New Jersey	Globe & Mail	Toronto & Rest of Canada
18	Globe & Mail	Toronto & Rest of Canada	New York Daily News	New York

The New York Times and the Miami Herald are also read in many countries other than the United States.

Most popular newspapers for Canada included: Toronto Star, Globe & Mail, Montreal Gazette, New York Times, Toronto Sun, Hamilton Spectator, Vancouver Sun, Mail Star, Telegram, Telegram, Telegraph Journal, La Presse (Montreal, Quebec)

Some of the most popular newspapers for Europe included: Daily Mail, Miami Herald, New York Times, Times, Daily Telegraph, The Times (UK), Sunday Times Financial Times, Wall Street Journal, Daily Express, Guardian, Mail Star

The above table shows some of the Top Producing Markets for the Islands of The Bahamas and Nassau/Paradise Island. It also shows the most popular newspapers read by stopover visitors to The Bahamas from those top markets.

# NEWSPAPERS AND SOME OF THE TOP PRODUCING MARKETS GRAND BAHAMA ISLAND AND THE OUT ISLANDS 2005

Top Newspapers	Top Producing	Top Newspapers	Top Producing
Read By Visitors	Markets	Read By Visitors	Markets
To Grand Bahama	for Grand Bahama	To Out Islands	To Out Islands
1 USA Today	Read Worldwide	New York Times	New York/Read Worldwide
2 New York Times	New York/Read Worldwide	Wall Street Journal	Read Worldwide
3 Atlanta Journal Constitution	Atlanta, Georgia	USA Today	Read Worldwide
4 Local	Various States	Miami Herald	Miami, FL/Read Worldwide
5 Wall Street Journal	New York/Read Worldwide	Sun Sentinel	South Florida
6 Washington Post	Washington, DC	Washington Post	Washington, DC
7 Boston Globe	Boston, MA	Boston Globe	Boston, MA
8 Chicago Tribune	Chicago, Illinois	Atlanta Journal Constitution	Atlanta, Georgia
9 Daily News	Various States	Palm Beach Post	Palm Beach & South Florida
10 Freeport News	Various States, etc.	Chicago Tribune	Chicago, Ilinois
11 New York Post	New York	Los Angeles Times	Los Angeles, California
12 Baltimore Sun	Baltimore, Maryland	New York Post	New York
13 Palm Beach Post	Palm Beach & South Florida	Times	Various States
14 Miami Herald	Miami, FL/Read Worldwide	St. Petersburg Times	Tampa, St. Petersburg, Clearwater, FL
15 Los Angeles Times	Los Angeles, California	Denver Post	Denver, Colorado
16 Philadelphia Inquirer	Philadelphia, PA	Houston Chronicle	Houston, Texas
17 Sun Sentinel	South Florida	La Presse (Montreal, Quebec)	Montreal, Quebec
18 Richmond Times Dispatch	Richmond, Virginia	Philadelphia Inquirer	Philadelphia, PA

 $The \ New \ York \ Times \ and \ the \ Miami \ Herald \ are \ also \ read \ in \ many \ countries \ other \ than \ the \ United \ States.$ 

Most popular newspapers for Canada included: Toronto Star, Globe & Mail, Montreal Gazette, New York Times, Toronto Sun, Hamilton Spectator, Vancouver Sun, Mail Star, Telegram, Telegram,

Some of the most popular newspapers for Europe included: Daily Mail, Miami Herald, New York Times, Times, Daily Telegraph, The Times (UK), Sunday Times Financial Times, Wall Street Journal, Daily Express, Guardian, Mail Star

The above table shows some of the Top Producing Markets for Grand Bahama and the Out Islands. It also shows the most popular newspapers read by stopover visitors to The Bahamas from those top markets.

### **NUMBER OF PEOPLE WITH E-MAIL ADDRESSES**

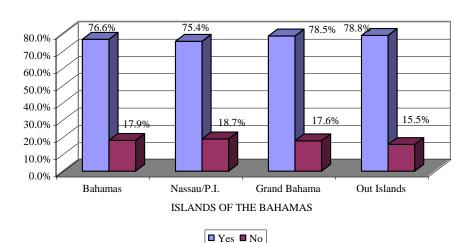
#### DO YOU HAVE E-MAIL ADDRESS? ISLANDS OF THE BAHAMAS 2005

	Bahamas	Nassau/P.I.	Grand Bahama	Out Islands
Yes	76.6%	75.4%	78.5%	78.8%
No	17.9%	18.7%	17.6%	15.5%
No Response	5.5%	5.9%	3.9%	5.7%
Total	100.0%	100.0%	100.0%	100.0%

<sup>\*76%</sup> of American Visitors had e-mail addresses. 83% of the Canadian Visitors had e-mail addresses.

81% of the European Visitors had e-mail addresses.

## DO YOU HAVE E-MAIL? ISLANDS OF THE BAHAMAS



- 77% of the stopover visitors to The Islands of the Bahamas indicated that they had an e-mail address.
- 75% of the visitors to Nassau/Paradise Island had e-mail addresses.
- 79% of the visitors to Grand Bahama had e-mail addresses
- 79% of those to the Out Islands had e-mail addresses.

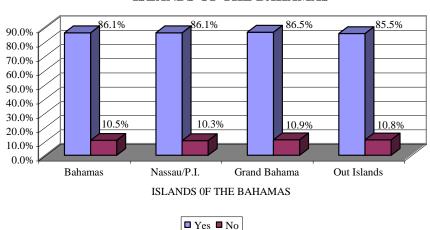
#### NUMBER OF PEOPLE WHO SURF THE INTERNET

#### DO YOU SURF THE INTERNET? ISLANDS OF THE BAHAMAS 2005

	Bahamas	Nassau/P.I.	<b>Grand Bahama</b>	Out Islands
Yes	86.1%	86.1%	86.5%	85.5%
No	10.5%	10.3%	10.9%	10.8%
No Response	3.4%	3.6%	2.6%	3.7%
Total	100.0%	100.0%	100.0%	100.0%

<sup>\*86%</sup> of American Visitors indicated that they surfed the Internet. 94% of the Canadian Visitors indicated that they surfed the Internet. 86% of the Europeans indicated that they surfed the Internet.

## DO YOU SURF THE INTERNET? ISLANDS OF THE BAHAMAS



- 86% of the stopover visitors to the Islands of the Bahamas indicated that they "surfed" the Internet.
- 86% of the stopover visitors to Nassau/Paradise Island indicated that they surfed the Internet.
- 87% of the stopover visitors to Grand Bahama surfed the Internet
- 86% of the stopovers to the Out Islands surfed the Internet.

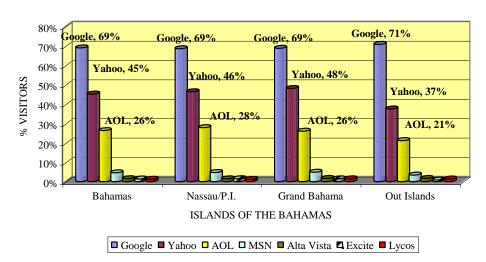
<u>N.B.</u> A key point to remember is that the Internet was the most popular electronic media used by visitors to The Islands of The Bahamas to plan their vacations. This was the case for visitors to Nassau/Paradise Island, Grand Bahama and the Out Islands.

# FAVOURITE INTERNET SEARCH ENGINES &/OR CONTENT PROVIDERS

# INTERNET SEARCH ENGINES &/OR CONTENT PROVIDERS ISLANDS OF THE BAHAMAS 2005

		Bahamas	Nassau/P.I.	<b>Grand Bahama</b>	<b>Out Islands</b>
1	Google	69%	69%	69%	71%
2	Yahoo	45%	46%	48%	37%
3	AOL	26%	28%	26%	21%
4	MSN	5%	5%	5%	3%
5	Alta Vista	2%	1%	2%	2%
6	Excite	1%	2%	1%	1%
7	Lycos	1%	1%	1%	1%

#### ALL BAHAMAS



# The top 6 Internet Search Engines/content providers for the Islands of the Bahamas were:

- Google (69%)
- Yahoo (45%)
- AOL (26%)
- MSN (5%)
- Alta Vista (2%)
- Excite (1%)

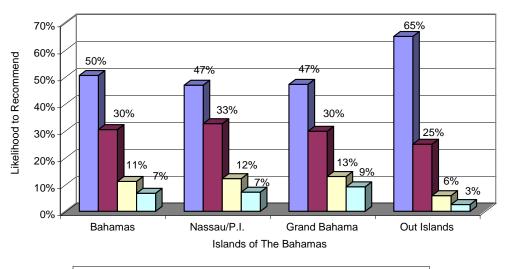
#### LIKELIHOOD TO RETURN TO BAHAMAS

# LIKELIHOOD OF RETURNING TO THE BAHAMAS IN 1-5 YEARS ISLANDS OF THE BAHAMAS 2005

	Bahamas	Nassau/P.I.	Grand Bahama	Out Islands
Very Likely	50%	47%	47%	65%
Somewhat Likely	30%	33%	30%	25%
Somewhat Unlikely	11%	12%	13%	6%
Not At All Likely	7%	7%	9%	3%

Source: Exit Survey 2005 No Response is not listed in above table.

## LIKELIHOOD OF RETURNING TO THE BAHAMAS IN 1-5 YEARS ISLANDS OF THE BAHAMAS



□ Very Likely ■ Somewhat Likely □ Somewhat Unlikely □ Not At All Likely

- 80% of the stopovers were likely to return to the Bahamas in 1-5 yrs (i.e., 50% were very likely and 30% were somewhat likely to return). 7% said that they were not at all likely to return.
- 80% of the stopovers to Nassau/P.I. said that they were likely to return (i.e., 47% were very likely and 33% were somewhat likely to return). 7% said that they were not at all likely to return.
- 77% of the stopovers to Grand Bahama said that they were likely to return (i.e., 47% were very likely and 30% were somewhat likely). 9% said that they were not at all likely to return.
- 90% of the stopovers to the Out Islands said that they were likely to return (i.e., 65% were very likely and 25% were somewhat likely to return). 3% said that they were not at all likely to return.

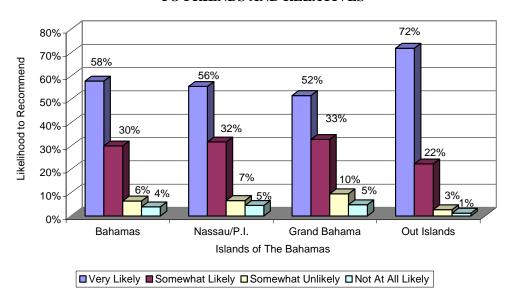
### **LIKELIHOOD OF RECOMMENDING THE BAHAMAS**

# LIKELIHOOD OF RECOMMENDING THE BAHAMAS TO FRIENDS AND RELATIVES 2005

	Bahamas	Nassau/P.I.	Grand Bahama	Out Islands
Very Likely	58%	56%	52%	72%
Somewhat Likely	30%	32%	33%	22%
Somewhat Unlikely	6%	7%	10%	3%
Not At All Likely	4%	5%	5%	1%

Source: Exit Survey 2005 No Response is not listed in above table.

# LIKELIHOOD OF RECOMMENDING THE BAHAMAS TO FRIENDS AND RELATIVES



- 88% of the stopovers were likely to recommend the Bahamas to friends and relatives (i.e., 58% were very likely and 30% were somewhat likely to recommend).
- 88% of the stopovers to Nassau/P.I. said that they were likely to recommend (i.e., 56% were very likely and 32% were somewhat likely to recommend).
- 85% of the stopovers to Grand Bahama said that they were likely to recommend (i.e., 52% were very likely and 33% were somewhat likely to recommend).
- 94% of the stopovers to the Out Islands were likely to recommend (i.e., 72% were very likely and 22% were somewhat likely to recommend).

### VISITORS WHO WERE NOT LIKELY TO RETURN OR **RECOMMEND THE BAHAMAS**

The stopover visitors who were not likely to return indicated the following reasons:

#### Bahamas Overall & Nassau/Paradise Island

18% of the stopovers to the Bahamas Overall indicated that they were unlikely to return to the Bahamas in 1-5 years. 19% of the stopover visitors to Nassau/Paradise Island indicated this. Reasons given were:

- High Prices
- They wanted to go somewhere else
- The poor attitude of the people
- Poor service
- Didn't like the hotel where they stayed because of one or more of the following: poor facilities, poor service, hotel too expensive, poor food in hotel, unfriendly people in hotel, items stolen from room
- The airport: check-in was not good, long lines at airport, airport needs improvement, airport gift shop, airport security lacked organization
- Crime
- Litter
- Lack of Activities

#### Grand Bahama Island

22% of the stopover visitors to Grand Bahama Island indicated that they were unlikely to return to the Bahamas in 1-5 years. Reasons given were:

- They wanted to go somewhere else
- High Prices
- The poor attitude of the people
- Poor service
- Didn't like the hotel where they stayed
- Lack of Activities
- Food (poor quality, too expensive)
- Bad weather

#### **Out Islands**

9% of the stopover visitors to the Out Islands indicated that they were unlikely to return to the Bahamas in 1-5.

- High Prices
- They wanted to go somewhere else

The stopover visitors who were not likely to recommend the Bahamas indicated the following reasons:

### Bahamas Overall & Nassau/Paradise Island

10% of the stopover visitors to the Bahamas Overall indicated that they were unlikely to recommend the Bahamas to friends and relatives. 12% of the stopovers to the Nassau/Paradise Island indicated this. Reasons given were:

- High Prices
- Poor service
- The poor attitude of the people
- Didn't like the hotel where they stayed
- Airport

### **Grand Bahama Island**

15% of the stopover visitors to Grand Bahama Island indicated that they were unlikely to recommend the Bahamas to friends and relatives. Reasons given were:

- High Prices
- The poor attitude of the people
- Poor service
- Food (poor quality, too expensive)
- Lack of Activities
- Litter

### **Out Islands**

4% of the stopover visitors to the Out Islands indicated that they were unlikely to recommend the Bahamas to friends and relatives. Reasons given were:

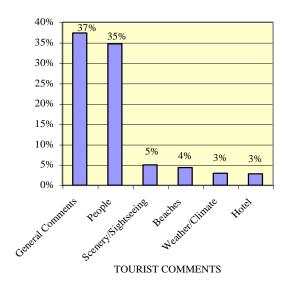
High Prices

## TOURIST COMMENTS ISLANDS OF THE BAHAMAS

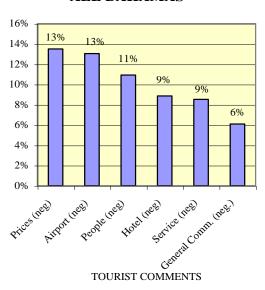
#### **All Bahamas**

Top 6 Compliments	2005	Top 6 Complaints	2005
General Comments	37%	Prices (neg)	13%
People	35%	Airport (neg)	13%
Scenery/Sightseeing	5%	People (neg)	11%
Beaches	4%	Hotel (neg)	9%
Weather/Climate	3%	Service (neg)	9%
Hotel	3%	General Comm. (neg.)	6%
No. of Comments	2074	No. of Comments	1450

#### **ALL BAHAMAS**



#### **ALL BAHAMAS**



### **Top Compliments**

- The people (35% of the comments received)
- Scenery
- Beaches
- Climate
- Hotel

- High prices (13% of the comments received)
- Airport not up to standards
- Poor attitude of the people
- Hotel not as expected (i.e., too expensive, poor facilities, poor service)
- Poor Service

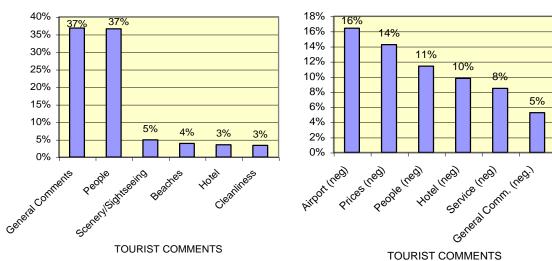
#### TOURIST COMMENTS NASSAU/PARADISE ISLAND

#### Nassau/Paradise Island

Top 6 Compliments	2005	Top 6 Complaints	2005
General Comments	37%	Airport (neg)	16%
People	37%	Prices (neg)	14%
Scenery/Sightseeing	5%	People (neg)	11%
Beaches	4%	Hotel (neg)	10%
Hotel	3%	Service (neg)	8%
Cleanliness	3%	General Comm. (neg.)	5%
No. of Comments	1245	No. of Comments	1069

#### NASSAU/PARADISE ISLAND COMPLIMENTS

### NASSAU/PARADISE ISLAND COMPLAINTS



### **Top Compliments**

- The people (37% of the comments received)
- Scenery
- Beaches
- Hotel
- Cleanliness

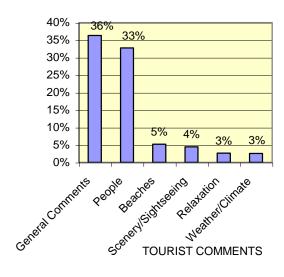
- Airport not up to standards (16% of the comments received)
- High prices
- Poor attitude of the people
- Hotel not as expected (i.e., too expensive, poor facilities, poor service)
- Poor Service

#### TOURIST COMMENTS GRAND BAHAMA ISLAND

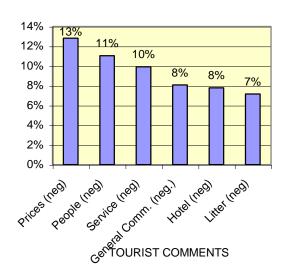
**Grand Bahama Island** 

Top 6 Compliments	2005	Top 6 Complaints	2005
General Comments	36%	Prices (neg)	13%
People	33%	People (neg)	11%
Beaches	5%	Service (neg)	10%
Scenery/Sightseeing	4%	General Comm. (neg.)	8%
Relaxation	3%	Hotel (neg)	8%
Weather/Climate	3%	Litter (neg)	7%
No. of Comments	488	No. of Comments	259

## GRAND BAHAMA ISLAND COMPLIMENTS



## GRAND BAHAMA ISLAND COMPLIMENTS



### **Top Compliments**

- The people (33% of the comments received)
- Beaches
- Scenery
- Relaxation
- Climate

- High prices (13% of the comments received)
- Poor attitude of the people
- Poor Service
- Hotel not as expected (i.e., too expensive, poor facilities, poor service)
- Litter

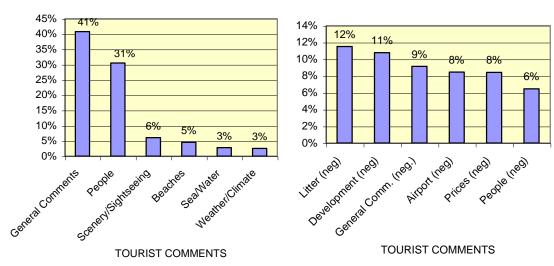
## TOURIST COMMENTS OUT ISLANDS

#### **Out Islands**

<b>Top 6 Compliments</b>	2005	Top 6 Complaints	2005
General Comments	41%	Litter (neg)	12%
People	31%	Development (neg)	11%
Scenery/Sightseeing	6%	General Comm. (neg.)	9%
Beaches	5%	Airport (neg)	8%
Sea/Water	3%	Prices (neg)	8%
Weather/Climate	3%	People (neg)	6%
No. of Comments	342	No. of Comments	122



#### OUT ISLANDS COMPLAINTS



### **Top Compliments**

- The people (31% of the comments received)
- Scenery
- Beaches
- Sea/Water
- Climate

- Litter (12% of the comments received)
- Development
- Airport
- High prices
- Poor attitude of the people

### **RESERVATION BOOKINGS**

# HOW DID YOU BOOK YOUR RESERVATIONS ISLANDS OF THE BAHAMAS 2005

	Bahamas	Nassau/P.I.	<b>Grand Bahama</b>	Out Isl.
Used Tour Operator/TA to Book				
Hotel	30%	35%	23%	18%
Airline	32%	36%	26%	24%
Transfers	16%	20%	11%	9%
On-Island Activites	7%	7%	5%	10%
<b>Booked Directly</b>				
Hotel Direct	24%	23%	22%	29%
Airline Direct	24%	20%	26%	32%
Transport Companies Direct	4%	4%	4%	4%
On-Island Activity Companies	7%	6%	7%	9%
<b>Booked Directly On Internet</b>				
Booked Hotel on the Internet	31%	32%	38%	20%
Booked Airline on the Internet	40%	40%	48%	32%
Booked On-Island Activities on Internet	5%	4%	5%	9%

All stopover visitors to the Bahamas do not stay in a hotel and all do not use an airline to come to the destination.

Many stopover visitors do not book their transfers or activities prior to arrival in the Bahamas.

- □ 42% of the stopover visitors to the Bahamas used a tour operator or travel agent to book their reservations.
- □ Of the persons who used a tour operator or travel agent, 30% of them used a tour operator or travel agent to book their hotel and 32% to book their airline reservations.
- Some stopovers used a combination of methods to make their reservations, i.e., tour operator/travel agent, direct bookings and/or the internet. The stopover visitors who *did not use* a tour operator or travel agent to book their reservations either booked their reservations directly or via the Internet.

- □ Some visitors to the Bahamas booked their reservations directly with the hotel or airline, etc. 24% of the stopover visitors booked their reservations directly with the hotel, and 24% booked their airline reservations directly with the airline.
- □ 31% of them booked their hotel via the Internet and 40% booked their airline via the Internet.

# AMOUNT OF TIME BETWEEN RESERVATION & VISITOR'S ARRIVAL

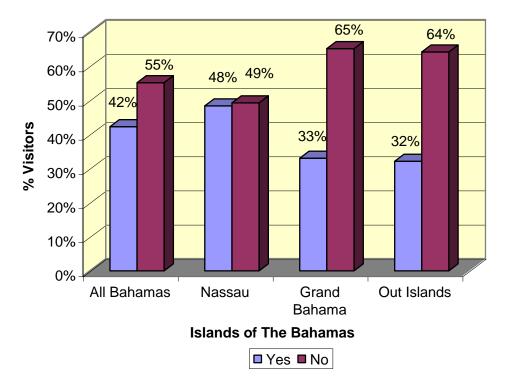
In 2005, stopover visitors to The Islands of The Bahamas booked their reservations anywhere from 7 *months* in advance to the very same month of travel. *Short lead times* seemed to be preferred as the highest percentage of visitors booked 1-3 *months* in advance or the very same month of travel. There was a very small amount of stopover visitors who booked their reservations 7 *months to a year* in advance of traveling to the Bahamas.

### **TOUR OPERATORS AND TRAVEL AGENTS**

# USE OF TRAVEL AGENT 2005

	All Bahamas	Nassau	<b>Grand Bahama</b>	Out Islands
Yes	42%	48%	33%	32%
No	55%	49%	65%	64%
No Resp.	3%	3%	2%	4%

Source: Exit Survey 2005



- 42% of the visitors to the Islands of the Bahamas used a tour operator or travel agent.
- 55% of them did not use a tour operator or travel agent.
- Some visitors to the Bahamas used tour operators and travel agents to book their reservations.
- Some booked their reservations directly with the hotel or airline, etc.
- Some booked their reservations directly on the Internet and others used a combination of methods.

\*Source of Top Tour Operator/Travel Agent tables listed below: Immigration Cards

# TOP 35 TOUR OPERATORS/TRAVEL AGENTS USED BY VISITORS ISLANDS OF THE BAHAMAS 2005

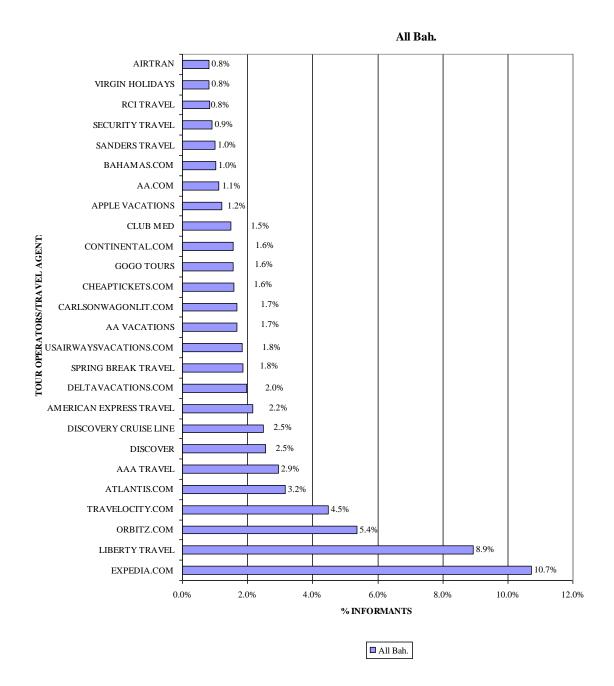
	Bahamas	Nassau/P.I.	Grand Bahama	Out Islands
1	Expedia.Com	Liberty Travel	Discover	Expedia.com
2	Liberty Travel	Expedia.Com	Discovery Cruise Line	Orbitz.com
3	Orbitz.Com	Orbitz.Com	Spring Break Travel	AA Vacations
4	Travelocity.Com	Travelocity.Com	Expedia.Com	AAA Travel
5	Atlantis.Com	Atlantis.Com	Security Travel	AA.com
6	AAA Travel	AAA Travel	Airtran	Bahamas.com
7	Discover	Deltavacations.Com	Orbitz.Com	Carlsonwagonlit.com
8	Discovery Cruise Line	American Express Travel	Special T Travel	American Express Travel
9	American Express Travel	Gogo Tours	Travelocity.Com	US Airwaysvacations.com
10	Deltavacations.Com	Carlsonwagonlit.Com	Fairfield Travel	Liberty Travel
11	Spring Break Travel	Usairwaysvacations.Com	Diamond Holidays	Cheaptickets.com
12	Usairwaysvacations.Com	AA Vacations	Asi Travel	Continental.com
13	AA Vacations	Apple Vacations	Cheaptickets.Com	Deltavacations.com
14	Carlsonwagonlit.Com	Cheaptickets.Com	Rci Travel	Ba.com
15	Cheaptickets.Com	Sanders Travel	Usairwaysvacations.Com	Aircanada.com
16	Gogo Tours	Continental.Com	Liberty Travel	Navigant
17	Continental.Com	AA.Com	AAA Travel	Twin Air
18	Club Med	Destinations Travel	Continental.Com	Uniglobe Travel
19	Apple Vacations	Bahamas.Com	Florida Travel Network	Destinations Travel
20	AA.Com	Virgin Holidays	Absolute Reservation	Discover
21	Bahamas.com	Spirit Travel	Coral Beach Travel	Flight Centre
22	Sanders Travel	Travel Impressions	AA Vacations	Gogo Tours
23	Security Travel	Thomas Cook	Appalachia Travel	Adventure Tours
24	RCI Travel	Sunquest	Bahamas.com	Air Sunshine
25	Virgin Holidays	Ba.Com	American Express Travel	Altour International
26	Airtran	Princess Vacations	Small Escapes Travel	Blackbeards Charters
27	Destinations Travel	Unique Vacations	AA.Com	BTI Travel
28	Spirit Travel	Aircanada.com	Sbt	Global Travel
29	Travel Impressions	Jetblue.Com	Vacation Station	Jetblue.com
	Thomas Cook	First Discount Travel	Carlsonwagonlit.Com	Kuoni
31	Special T Travel	World Class Vacations	World Class Vacations	Pro Travel
32	World Class Vacations	Navigant	Deltavacations.Com	World Class Vacations
33	Princess Vacations	Flight Center	Grandbahamavacations.Com	Trail Finders
34	Fairfield Travel	Yahoo.com	Dream Time Tours	Regency Travel
35	Ba.Com	RCI Travel	Bahama Link	Spirit Travel

#### TOP 35 TOUR OPERATORS/TRAVEL AGENTS USED BY VISITORS ISLANDS OF THE BAHAMAS 2005

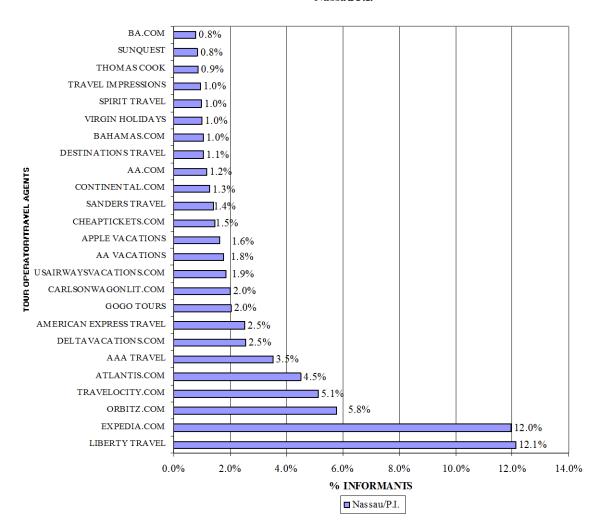
Abaco	Andros	Bimini	Eleuthera
1 Expedia.Com	Ifs	Blackbeards Charters	Orbitz.Com
2 Orbitz.Com	Autec	Chalks	Expedia.Com
3 Continental.Com	Frontiers Travel	Bia	Continental.Com
4 Travelocity.Com	Expedia.Com	Expedia.Com	Regal Travel
5 Aa Vacations	Orbitz.Com	Flybia.Com	Twin Air
6 Morris Travel	Adventure Tours	Navigant	Travelocity.Com
7 AAA Travel	Continental.Com	Orbitz.Com	American Express Travel
8 Vintage	Blackbeards Charters	Express Travel	Usairwaysvacations.Com
9 AA.Com	Discover	Bahamas.Com	Cheaptickets.Com
10 Bahamas.Com	Travelocity.Com	Sta Travel	AAA Travel
11 Cheaptickets.Com	Carlsonwagonlit.Com	Travelocity.Com	Carlsonwagonlit.Com
12 Carlsonwagonlit.Com	Air Sunshine	AA.Com	Aa Vacations
13 American Express Travel	Deltavacations.Com	Deltavacations.Com	Ba.Com
14 Usairwaysvacations.Com	Usairwaysvacations.Com	Usairwaysvacations.Com	Aircanada.Com
15 Odyssey Travel	Cheaptickets.Com	Spirit Travel	Deltavacations.Com
16 Liberty Travel	Ba.Com	Liberty Travel	Action Travel
17 RCI Travel	American Express Travel	Continental.Com	AA.Com
18 Deltavacations.Com	AAA Travel	AAA Travel	Bahamas.Com
19 Navigant	AA Vacations	Air Sunshine	Jetblue.Com
20 Uniglobe Travel	Bahamas.Com	Carlsonwagonlit.Com	Flight Center
21 Twin Air	Discovery Cruise Line	Cheaptickets.Com	Destinations Travel
22 Bahamasair.Com	Diamond Holidays	Executive Tour & Travel	Princess Vacations
23 Island Express	AA.Com	Ba.Com	Navigant
24 Virgin Holidays	Liberty Travel	Gogo Tours	Uniglobe Travel
25 World Class Vacations	Goldman Travel	Four Seasons Travel	Trail Finders
26 Ba.Com	Aircanada.Com	Plaza Travel	Adventure Tours
27 Global Travel	Classic Travel	Star Travel	Bahamasvacations.Com
28 Tantura	Global Travel	Sunshine Travel	Conlin Travel
29 Florida Travel Network	Jetblue.Com	Travel World	Regency Travel
30 Aircanada.Com	Tzell	Advance Travel	Tzell
31 Trail Finders	Trail Finders	American Express Travel	Altour International
32 Yahoo.Com	Spirit Travel	Aircanada.Com	Brown Travel
33 Princess Vacations	Travel Unlimited	AA Vacations	Bti Travel
34 Express Travel	Conquest Vacations	Discover	Maritz Travel
35 Destinations Travel	Air Jamaica	Havana Tours	Liberty Travel

# TOP 35 TOUR OPERATORS/TRAVEL AGENTS USED BY VISITORS ISLANDS OF THE BAHAMAS 2005

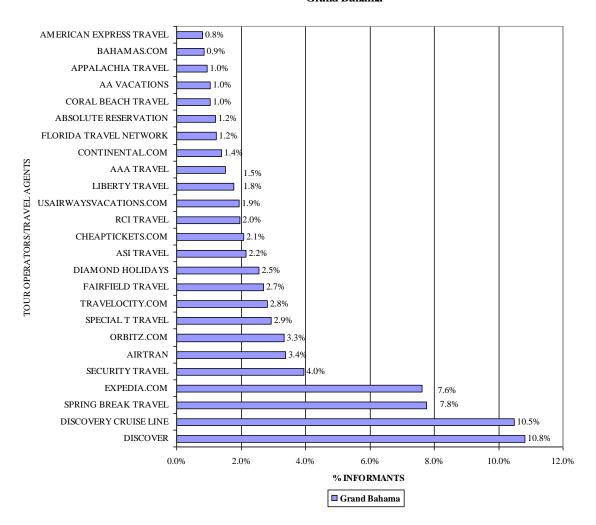
	Exuma	Harbour Island	San Salvador	Other Out Islands
1	American Express Travel	Expedia.Com	Club Med	Blackbeards Charters
2	Expedia.Com	Orbitz.Com	Thomas Cook	Club Med
3	Aa Vacations	Continental.Com	Carlsonwagonlit.Com	Expedia.Com
4	Maritz Travel	American Express Travel	Sears Travel	Orbitz.Com
5	Orbitz.Com	Travelocity.Com	Liberty Travel	Travelocity.Com
6	AA.Com	Bahamas.Com	Caa	Deltavacations.Com
7	AAA Travel	AA Vacations	American Express Travel	Continental.Com
8	Travelocity.Com	Usairwaysvacations.Com	Expedia.Com	Bahamas.Com
9	Continental.Com	Liberty Travel	Global Travel	Usairwaysvacations.Com
10	Four Seasons Travel	Deltavacations.Com	Uniglobe Travel	Carlsonwagonlit.Com
11	Destinations Travel	Cheaptickets.Com	Vision Travel	Frontiers Travel
12	Ita Group	Tzell	AAA Travel	AA.Com
13	Usairwaysvacations.Com	AAA Travel	Kuoni	Tropical Airways
14	Liberty Travel	Ba.Com	Regency Travel	Ba.Com
15	Carlsonwagonlit.Com	Great Escapes	Covington Travel	AAA Travel
16	World Class Vacations	Aircanada.Com	Bti Travel	AA Vacations
17	Pro Travel	Gogo Tours	Pan Am	Discover
18	Gogo Tours	Carlsonwagonlit.Com	Orbitz.Com	Uniglobe Travel
19	Sanders Travel	Navigant	Flight Center	Twin Air
20	Altour International	Bahamasvacations.Com	Twin Air	American Express Travel
21	Navigant	AA.Com	Travelocity.Com	Flight Center
22	Adventure Tours	Pro Travel	Pro Travel	Sky Unlimited
23	Cheaptickets.Com	Linden Travel	Gogo Tours	Navigant
24	Classic Travel	Altour International	Destinations Travel	Majestic Tours
25	Deltavacations.Com	Discover	Bahamas.Com	Cheaptickets.Com
26	Travel Leaders	Universal Travel	Travel Masters	Liberty Travel
27	Conlin Travel	Empress Travel	AA.Com	Kuoni
28	Bahamas.Com	Majestic Tours	Star Travel	Air Sunshine
29	Regency Travel	Jetblue.Com	Marlin Travel	Aircanada.Com
30	Uniglobe Travel	Kuoni	World Class Vacations	Bia
31	Vision Travel	Travel Leaders	Cooks Travel	Sta Travel
32	Ba.Com	Travel Express Intl	Vacation Hotline	Star Travel
33	Flight Center	Twin Air	Usairwaysvacations.com	Spirit Travel
34	Travel Experts	Virgin Holidays	Havana Tours	Bahamasair.Com
35	Bti Travel	Horizon Travel	AA Vacations	Universal Travel



#### Nassau/P.I.



#### **Grand Bahama**



# DEMOGRAPHIC PROFILE ISLANDS OF THE BAHAMAS

	2005	2004
AGE*		
25 - 54 years old	57.0%	56.7%
55 years old or older	17.7%	18.2%
SEX*		
Male	48.8%	48.6%
Female	48.3%	48.5%
RACE		
White	80.2%	95.9%
Black	9.8%	4.1%
Hispanic	3.2%	****
Mixed Race/Mixed Heritage	1.6%	****
Asian/Pacific Islander	1.6%	****
American Indian/Alaska Native	0.1%	****
EDUCATION		
College Graduate or Above	63.7%	63.9%
ANNUAL HOUSEHOLD INCOME		
\$40,000 - \$59,999	9.0%	9.3%
\$60,000 +	68.3%	66.4%
PREVIOUS VISITS		
First Time Visitor	45.0%	44.5%
Repeat Visitor	54.5%	55.0%
TRAVELLING PARTY SIZE		
One	14.3%	14.3%
Two	47.0%	47.6%
HOUSEHOLD SIZE		
One	11.4%	12.2%
Two	36.2%	35.9%
Three-Four	35.3%	36.6%
COUNTRY OF ORIGIN		
USA	85.8%	87.2%
Canada	4.7%	4.4%
Europe	5.3%	5.4%
Other Countries	4.2%	3.1%

Source: Exit Surveys 2005 and Immigration Card. Information on age and sex was obtained from immigration card data.

In previous Exit Surveys, information on race was obtained by the interviewer who used educated guesses on the race of the person. In this 2005 Exit Survey visitors were asked to write in their race themselves.

All numbers are subject to revision.

#### **Conclusion**

Stopover visitors came to the Islands of the Bahamas primarily for the purpose of vacationing. They chose to visit the Bahamas primarily because of the beaches, rest and relaxation, the fact that they had never been here before, the climate, the hotel facilities, the fact that they had friends in The Bahamas, and the good package deals that were being offered. Visitors to Grand Bahama sited best value for money instead of hotel facilities as a primary reason for visiting the Bahamas. Stopovers to the Out Islands came primarily for the beaches and the sporting attractions offered in these islands (e.g. fishing, boating, diving, etc.)

65

Stopovers came for vacation and the electronic media most frequently used by these visitors to the Islands of the Bahamas when planning a vacation was the *Internet*. The second most popular electronic media was *Network Television*. The third most popular electronic media was *Specialty Cable Channels* and the fourth most popular was *Specialty News Channels*.

More than three-quarters (77%) of the visitors to the Islands of the Bahamas said that they had e-mail addresses and 86% of them surfed the Internet. Some of the top Internet search engines and content providers for visitors to the Bahamas were: Google, Yahoo, AOL, and MSN.

In addition to the Internet, stopover visitors used the television when planning their vacations. The favorite television networks/stations of visitors to the Islands of the Bahamas were: NBC (Network Station), ABC (Network Station), CBS (Network Station), CNN (Specialty News Station), ESPN (Specialty Cable Channel), FOX (Network Station), HBO (Specialty Cable Channel), FOXN (Specialty News Station), MTV(Specialty Cable Channel), Discovery Channel (Specialty Cable Channel), TNT (Specialty Cable Channel), TBS (Specialty Cable Channel), HGTV, Travel Channel (Specialty Cable Channel) and the Weather Channel (Specialty Cable Channel).

Visitors to the Islands of the Bahamas watched television between 6:00 p.m. and 10:59 p.m. at night. The most popular time of day for watching television was between 8:00 p.m. to 8:59 p.m.

In addition to watching television some visitors to the Bahamas also read newspapers and magazines. Magazines were the most popular print media used by visitors to the Bahamas when planning their vacations. Visitors read a very wide selection of magazines. Some of the top magazines for visitors to the Islands of the Bahamas as a whole were: People, Time Magazine, Cosmopolitan/Cosmo, Newsweek, O (Oprah), US, Sports Illustrated, Travel, Vogue/Vogue Living, In Style, Glamour, National Geographic Explorer, Essence, New Yorker, Travel and Leisure Reader's Digest and Ebony. Some of the top newspapers read by visitors to The Islands of The Bahamas were: The New York Times, USA Today, Wall Street Journal, Washington Post, New York Post, Atlanta Journal-Constitution, Daily News, Miami Herald, Newsday, Boston Globe, Sun Sentinel, Los Angeles Times, Chicago Tribune, Philadelphia Inquirer and the Toronto Star.

Stopover visitors used the Internet, television, magazines and newspapers for their enjoyment as well as to plan their vacation experiences. When it came time to take the next step, some stopover visitors to the Bahamas used tour operators and travel agents to book their reservations. Some booked their reservations directly with the hotel or airline, etc. Some booked their reservations directly on the Internet and others used a combination of methods.

Some of the visitors to the Islands of the Bahamas who booked their reservations online used: Expedia.com, orbitz.com, Travelocity.com, Atlantis.com. deltavacations.com, usairwaysvacations.com, carlsonwagonlit.com, cheaptickets.com, continental.com, AA.com. aircanada.com, Bahamas.com, ba.com, jetblue.com, yahoo.com, Grandbahamavacations.com, 11thhourvacations.com/11th hour Vacations, hotwire.com and priceline.com.

Some of the most popular tour operators/travel agents used by the stopover visitors to the *Bahamas Overall* were: Liberty Travel, AAA Travel/Triple AAA, Discover, Discovery Cruise Lines, American Express Travel, Spring Break Travel, AA Vacations, GOGO Worldwide Vacations/GOGO Tours, Club Med, Apple Vacations, Sanders Travel, Security Travel, RCI Travel, Virgin Holidays, Airtran, Destinations Travel, Spirit Travel, Travel Impressions, Thomas Cook Travel, Special T Travel, World Class Vacations, Princess Vacations, and Fairfield Travel.

Moreover, visitors to the Bahamas seemed to prefer short lead times when booking their reservations. The highest percentage of visitors booked their reservations 1-3 months in advance or the very same month of travel.

More than half (55%) of the visitors to the Islands of the Bahamas were repeat visitors. Eighty percent (80% i.e. 50% very likely and 30% somewhat likely) of the stopovers said that they would return to the Bahamas in 1-5 years. Eighty-eight percent (88% i.e. 58% very likely and 30% somewhat likely) said that they would recommend the Bahamas to their friends or relatives.

Visitors to the Bahamas who were not likely to return or recommend the Bahamas to friends and relatives gave the following reasons: high prices (too expensive), they wanted to visit other places, poor attitudes of the people, poor service, hotel (e.g., poor accommodations, rude staff, poor hotel service), the airports, crime, litter/cleanliness (country was too dirty), food (too expensive or poor quality) and lack of activities.

Stopover visitors to the Bahamas were primarily white, between the ages of 25-54, college educated, with annual household incomes over \$60,000.

## **APPENDIX**

#### <u>VISITORS WHO WERE UNLIKELY TO RETURN OR RECOMMEND</u>

#### WHY DO YOU THINK THAT YOU WON'T RETURN

Island Not Return

Abaco

Electrical outages, poor airport, poor food.

The cost

Fishing not as good as it was.

Regatta's at Abaco, terrible grounds and facility.

Too expensive, very few people friendly or helpful. A lot of

trash everywhere.

Like to try new places.

Plan to visit other places.

Your 18% room tax in Guana Cay was ridiculous. Plus the flight here from Florida is too high for just an hour ride.

Expensive airfare.

Financial considerations

If cash flow will allow.

We enjoyed it a lot. But we want to see new places.

Andros

Not a good value.

Some concern about perceived poor attitude towards tourist in

Nassau.

Too expensive

Now that Bahamas is friendly to homosexual people, very

likely.

Women hotel employees are not pleasant.

Poor value for money.

Bimini

Too many other places we want to go

Some bad experiences. Now go to other places.

Too hot.

Eleuthera

Lack of activities and misrepresentation.

Wanted to accept our friend's invitation, there won't be

another.

Other places to go.

However pretty theft is becoming a major problem on Harbour

Island

#### **Island** Eleuthera

#### Not Return

Don't like going places more than once.

We have other places we wish to experience.

Dealings of Nassau are unacceptable

But not to Eleuthera /Harbour island.

Though if it becomes too much more Americans will not return.

Chilly weather, both visits.

Expensive to fly here.

Too expensive.

Bad weather most of the week. Polluted beaches.

Stayed in a house and had to worry about security.

Misrepresentation of property greatly affected our visit.

Bugs.

See new parts of the world.

#### Exuma

Not enough to do in Exuma. Poor service

Too expensive.

American Eagle is not a good airline, we lost a whole day because flight was cancelled.

Too hot

Money is a big issue, I would love to come back.

Other countries are cheaper, friendlier.

Value overpriced, did not meet my expectations.

Hotel not a good value for the money.

I don't think my children would enjoy high prices for a family vacation.

Not enough to do. No shopping. Not enough restaurants. Too expensive

With snow I personally prefer mountains. But my friends brought me here.

Other places to visit.

Expensive this was a special trip.

Too expensive.

Like to try other spots. Area very depressed except for Four Seasons. Not enough activity/shopping.

Too hot, too windy, too expensive

Not much to do, snorkeling and kayaking weren't great, didn't see much.

Airport unorganized, hot, noisy, no info on plane status.

#### **Island** Exuma

#### Not Return

Difficult to get to-didn't see much to do here

Cab drivers are rude-they change the prices-they only return the change they think they should.

I come regularly to work.

Bought property.

My bag was lost by American Airlines and when I finally did get it, items were stolen.

Expensive

#### Grand Bahama

I want to see other countries, nothing against the Bahamas.

Cost, time to get away hard, many things in US to see.

Beer is too high

Usually on business with Cruise Lines.

Want to see other places.

Ritz Beach Club not very good at all.

Hidden fees and taxes.

We prefer sightseeing. He has skin cancer. Both sunburn easily. Don't gamble.

Bad weather from storm.

No night life.

Prices, mediocre food.

Spring Breakers not really geared to making one feel welcome

My hotel was robbed twice

Very average unfriendly service.

2/3 of the residents I encountered were either unfriendly, apathetic or down right hostile.

Other places to vist of more interest.

Like to see different places.

Bahamasair flight one hour late both flights, missed USA connection had to spend extra night in Freeport.

Too expensive

Expensive.

Too many other places to still see.

Perfer other island.

Activities (tours, dives, etc) unprofessional and almost never on time.

Try new places, not the cleanest hotel, bad food, unfriendly people(not all people, but most),

#### **Island** Grand Bahama

#### Not Return

Got bit up by bugs, lack of a spectacular beach ambience, rudeness at Old Bahama Bay reception (Terrera).

I came here for business.

Not much to do in Freeport. Not as beautiful as anticipated.

Been there, done that.

Service was horrible

There are a lot of other places we want to see.

Retiring for divng only-not much else to do for a second trip.

Would like to see other countries.

There are other places we would like to go.

Because I am a student, no time or money.

Felt like everyone was trying to take advantage of me and my dollars.

Nicer islands available with more deluxe amenities.

Prices too high

We always travel to new locations.

Never stay at Viva Whyndam.

Poor service and unhelpful/negative attitude of locals.

Spring Break.

Need more and better food choices.

Too expensive.

We live in Florida, same weather

Everything cost too much.

People were very rude. The gratuity is already added to everything so they do not have to be nice to you.

Because I wanted to travel all parts of the world, may be later down the road. But no time soon.

Accommodations and service not up to standard.

We would be very likely to return if there wasn't so much smoking in public places (bars, restaurants, etc).

Been there, experienced it.

We felt the town of Lucaya to be a tourist trap. Everyone just wanted our money. People weren't very helpful, our hotel was not up to par.

There seems to be a problem with hostility on this island with a few of the residents. It really is too bad.

We want to explore different islands in Caribbean.

Very expensive, not enough entertainment for kids and adults at nights.

People in restaurants are very rude and slow/lazy.

# **Island**Grand Bahama

#### Not Return

Not a clean environment and ran into a lot of rude people.

Never, place is filthy and Bahamians don't give a s\*\*\*.

People not too friendly.

Trip was not what I expected.

Stayed at Xanadu Resort, amenities were not up to par.

Expensive, bad food, poor service, rude people.

Wyndham Fortuna not well kept.

Been there done that.

Too expensive for value received.

The food is poor and over priced, service is dishonest, they try to get tourists to pay gratuity twice.

Have already been here once.

Too expensive.

Too expensive to vacation.

Not much nightlife.

Other places.

Prefer travel vacations on US mainland.

Slow Airport Customs.

I would return for another event, however, I am not sure I'd return for vacation. Too much litter and unsafe road conditions.

Like to visit different places

Been here once.

There was not a lot to do in Freeport and it wasn't as hospitable as I'd hoped. Too expensive for what you get.

Go to a different place.

Bad experience faxing letter to Ms Mary Morris of the Ministry of Tourism.

People are dishonest. Overall not friendly. The gift shop at airport just tried to steal \$2.00 from a 9 yr old.

The quality of the hotels, restaurants and service are very poor now.

Honestly it was very expensive.

Too many other islands I haven't visited yet.

Did not like the hotel food or entertainment.

Plane tickets cost too much.

High cost of groceries, restaurant, surcharges.

Because of this experience.

Too far to travel for too little.

# **Island** Grand Bahama

#### Not Return

Very touristy. Too expensive.

Expensive for nothing, not much to do.

Was not impressed.

The hotel did not have water in the rooms.

Rude people working on island

Too many other places to see. Also did not like the resort I was at. We were broken into during the night.

No organisation, no good food, no good weather.

It feels more like Florida than a tropical island may be Nassau is better customer service should be better in Freeport.

Try new places.

Weather, lack of activities, dirty, run down.

People are not friendly service is terrible.

Poor overall service.

Very little natural beauty. Rundown appearance of areas away from resort. High prices.

Here on business a lot.

Nightlife is dismal, just sun and water here.

Try somewhere new.

Bad experience with hotel this trip, nothing open, same price.

Attitudes of the workers on the Island.

Been there done that.

I will come again but will not stay at Flamingo Bay, not recommend it horrible experience.

Too expensive. Restaurants expensive and not suitable portions.

Taxi's are robbers of dollars. Bahamas Customs stole items from luggage.

Want to see other islands.

Did not like the weather. Want to go to other places.

It was not all I expected. Unnecessarily expensive for value.

Island other than Our Lucaya has no draw. Need help to bring business for locals as well as tourist.

Clean up your island.

Like to travel to different places.

Not enough to do. Untrained in hospitality and services. Quality of retail poor.

Timeshare at the Bahamia has closed. We were never contacted by them concerning this closing.

I'd try other islands in Bahamas.

# **Island** Grand Bahama

#### Not Return

We will go somewhere new to us.

Everything has a union imposed tax or surcharge or service fee or extra tax, knock it off.

Want to visit other places I haven't been.

Facilities, high prices and restaurant prices, add on taxes and gratuities, etc.

Weather too unpredictable.

Not enough to do. Attitude of the people

Too many other places in the world to see.

Other places I have not yet visited.

I want to travel to other places within that time frame.

Other places to go.

Want to visit as many different places as possible.

Like to try different place.

People are not friendly service at restaurants not good.

Most of the locals are unfriendly, service are lousy.

Not all inclusive costs, But restaurants included in all inclusive were not good.

Too expensive, nasty food.

Not enough activities and too costly.

I want to go to Aruba. I want to go somewhere green like Hawaii.

Been here done that.

Like to see other places.

Everything is over priced and people aren't friendly.

We want to go to new places.

Other places to go.

Because of cost and the time to get here.

Bad service.

Would like to live here.

Amex is not commonly accepted more of the world to see. Taxi too high.

#### Nassau & Paradise Island

Costly transportation, food, etc.

Several incidents of racism, rudeness left me somewhat disappointed.

Very bad attitude

Didn't get good service.

#### Nassau & Paradise Island

#### Not Return

Not enough to do after 5.

Sandals Resort was not worth the money spent. Like the idea of all-inclusive. Will try a different island next time.

Because I found it, love to fly.

The airport is very frustrating you need a bigger updated airport.

Expensive and residents are not friendly or courteous.

Dirt, Crime, Awful infrastructure, rip off taxis, lazy hotel staff, and customer service does not exist.

Due to horrible service in customs and airlines bahamas.

People are rude everything is expensive.

To go to other places never been but if there is a conference I will come again.

Too cold.

Found natives to be somewhat unfriendly, most were not helpful, bland island, lacked culture and personality. island ,lacked culture and personality.

Not very clean, beaches are dirty, taxis expensive, everything is very expensive.

We stayed at the Atlantis resort. It was a lot of fun but way too expensive.

Airport takes too long, security issues, lines are ridiculous.

There are more places to explore in the would.

Too expensive for food.

Prices too high.

Never ever again will I return to the Bahamas. The people were overly rude and made me regret ever coming here. I constantly felt like Bahama people were trying to take advantage of me.

Better places better values.

Other locations to visit.

Felt like we saw and did everything we wanted, was more a party atmosphere, was looking for romantic.

Lots of other places I want to visit travel to.

The service was very disappointing.

Too many other places to go.

Airport awful.

Expensive, staff unhappy.

2hrs to get to gate at Nassau want to visit other countries.

People like myself were robbed of cash and jewels from room safe, Atlantis.

#### Nassau & Paradise Island

#### Not Return

Food was too expensive, as well as transportation in and around the Bahamas.

Not enough things to do.

Staff not as accommodating, search ladies not working Bahama air ladies better man searcher my luggage-no gloves on.

We want to explore different locations, Bahamas was great.

Atlantis had terrible service, awful they should be ashamed.

Too expensive, not worth the money, too much hassle travelling, lines too long at airport not efficient, could stay in the US for less with some features and less hassle travelling.

Cost for meals.

Too expensive.

Not enough to do.

Customs and security lines.

Don't take many vacations, want to experience different places.

Not very happy with hotel stay. Taxi drivers was a rip off.

Airport custom lines too long

Other places to see

I have seen everything here so many times already.

Nassau was not safe at night, maybe another island.

Food/drinks @ restaurants too expensive.

Because it's expensive

Expensive security departing is horrible, good for family, not for young people.

Like to travel to different islands

Other places to visit.

Expensive, bad service at dinner

I did not like telephone service on Paradise Island.

Too expensive.

People are not friendly. Service was the worst ever experienced.

Very rude people, not customer service oriented. Would not be as dissatisfied with prices if people were more friendly because tourism is your #1 income source you should be more welcomed here. Maybe you should send people to our country to unstand customer service.

Too expensive.

Other places to visit

We travel to new places, not repeaters.

#### Nassau & Paradise Island

#### Not Return

Poor service in hotels

Poor service at the hotel, Atlantis.

It is very expensive from Israel.

Items were stolen from us at our hotel at the Quality Inn in Nassau.

Poor service.

Atlantis did not follow through on hotel deal.

Been here already. I want to explore/visit other places.

Rain everyday

Crime, racism, expensive, poor value for money, constant hawking by vendors.

Atlantis was terrible-too many people, too loud. Not peaceful. I am wealthy, but I thought it was a rip off. Too many low budget vacationers at a high priced place. I travel often around the world, this was my worst experience ever.

The local people used to be friendly, but now the majority that we encountered were not friendly.

No nightlife downtown and hotel was terrible. Too expensive.

Weather is too uncertain.

Did not enjoy the beaches as much as expected.

Breezes poor facilities, too many young college kids partying.

Not to Superclubs.

Value for the money \$3500 for three days four nights.

I will not return to Breezes Resort. It was a major disappointment.

Too expensive.

To expensive for services provided and run down.

Because check in at airport is hell.

Airport process on departure is a disaster

Too touristy, no cell phone access.

Bad service, dirty roads and beaches, expensive restaurants, bad food.

Once in a life time trip.

We feel like we have experienced all there is, not enough activities for children.

We would like to visit other Caribbean islands.

Problems traveling into and out of the Bahamas.

Storms shut down things at resort. Airport people very rude.

Rooms at my hotel was broken into monies and jewelery was stolen.

#### Not Return

#### Nassau & Paradise Island

Island people are friendly, hotel a disaster.

You change too much for drinks and food.

Because It is too far from our country Spain.

Hotels charge too much and food is too expensive.

Too expensive food and drink, cabs.

I found the beaches are dirty, not much shops.

Food sucks, Too expensive.

**Prices** 

Beach vendor a nuisance.

Try new places.

I have other places I need to visit more.

Too expensive for food and drink.

Airport sucks.

There are many other places I'd go before the Bahamas.

Too costly.

Because we like to try new places.

Worst time I have ever had in my life.

Getting crowded.

Did not meet our expectations.

Way too expensive, bunch of sketchballs trying to rip off the American tourists

Food too expensive, not friendly, difficult to make a phone call.

The lines at airport, might change my mind.

Expense, too commercialized

The food at the Atlantis was really bad it cost us \$2,000 for a week to eat bad food.

I prefer to vacation in order to hike I don't really vacation in beach areas much.

not a lot to do taxi prices for groups are expensive.

I rarely go same place twicw. Try new places.

Would like to see other islands

Very dirty on the streets and cost to much for food.

Too Expensive

There are lots of other places to visit and it's a long way to travel from Sweden.

Will visit Southern Caribbean.

Too hard to get to from Holland

#### Not Return

#### Nassau & Paradise Island

Perception is that everyone was not friendly. Did not feel welcome!!!

Unfriendly people, lack of culture and excitement.

All prices are way too high.

Sandals sucked.

Thieves.

Lots of people are rude and the island is very dirty and lots of trash.

Too much selling t-shirts, cigars, coconuts, timeshare, snorkeling, trips etc.

Disappointed in the resort, unfriendly people

Ripped off at airport giftshop.

Your drivers are worse than New Yorker's.

Expensive.

I'm a college student, no money.

Too expensive.

Too much commercialization and very unsafe traffic on public streets.

Air travel . Beach solicitations are too annoying. Also too aggressive

Did not enjoy this trip.

Service unfriendly accommodations lacking.

Taxis are too expensive, hotel accommodations disappointing everyone expects you to pay them.

Food too expensive.

Was not impressed. Food prices way too high.

Can travel cheaper in US get more, food better in US.

Will likely go somewhere new.

San Salvador

To see other country.

# WHY DO YOU THINK YOU WON'T RECOMMEND BAHAMAS

Island Not Recommend

Abaco

Things have greatly changed over the last 27yrs. Safety has become a large issue.

Stealing has become a terrible problem.

Airport is too small.

Expensive airfare.

Electrical outages, poor airport and poor food.

Too expensive. Very few people friendly or helpful. A lot of trash everywhere.

Unreliable and expensive plane connection.

**Andros** 

Due to problems at airport coming and going.

Not a good value.

Would recommend the less developed islands.

Andros is only for serious fisherman or divers.

Service.

Bimini

Needs a little sprucing (fixing up).

Most of our friends don't fish

The hotel and dive operators (Scuba Bimini) were not as advertised. We switched dive companies because of unsafe dive practice. The new company B and K was fabulous.

They would go somewhere nicer, more expensive.

Eleuthera

The food prices are way too high, \$16 for a hamburger,\$30 for breakfast, too much.

Too far for this.

However theft, bad drugs are becoming very serious issues.

We had all our money stolen from guesthouse.

Want to keep Harbor Island a secret

Food too expensive, No variety.

We don't tell people about it.

Too expensive.

#### Not Recommend

#### Exuma

Would like to keep the island less crowded.

Value, overpriced did not meet my expectation.

Expensive

To those who like beaches. But getting here was problem, horrible connections at Miami.

Poor service.

But not Atlantis.

Difficult to get to-didn't see much to do here.

Expensive

Too far to travel.

People in the Dominican Republic, Mexico, etc. are friendlier.

Expensive and rude people- our \$ is important to us too. Mexico is cheaper.

We don't want to fly American Eagle.

Too expensive

I'll recommend Four Seasons on Exuma other places do not have such good services.

Too hot, too windy, too expensive.

My bag was lost by American Airlines and when I finally did get it, items were stolen.

Airport very high prices at resort, no map of Exuma to be found.

Too junkie looking, lots of garbage around and unfinished houses.

Miami, Mexico and Caribbean offer similar/ better choices. Just as easy or easier to get to

#### **Grand Bahama**

Very expensive \$4.60 for a beer, \$8 for a large bag of chips.

Food not good.

Poor service and unhelpful/negative attitude of locals.

In certain areas the beauty is spoilt by garbage and litter

Too high cost.

Why should I recommend a rotten place to vacation.

Not a clean environment and ran into a lot of rude people.

People were rude, inconsiderate and 15% gratuity added to everything is ridiculous, that is why service sucks.

#### Not Recommend

#### **Grand Bahama**

Food is very expensive; not a lot of activities to do at night.

Too much hurricane damage and garbage in water ways.

Hurricane, resort not prepared to handle customers correctly.

Not including hurricane damage, which is understandable, the island needs to be made more attractive all

over. I also thought the same thing when I was here 20 years ago.

You are treated better in Mexico and Dominican Republic.

Food is extremely expensive at resort.

Bahamasair flight one hour late, both flights, missed USA Connection had to spend extra night in Freeport.

Beer is too high

Too many other places to see. Also did not like the resort I was at. We were broken into during the night.

Too many unfriendly people.

I liked Nassau Paradise Island. I did not like service or accommodations in Freeport.

Sales staff at Xanadu Resort were not professional, amenities were not up to par.

People are not friendly, service at restaurants not good.

It was great.

Would recommend to those who like beaches and casino.

Flat boring, need to be renovated.

Bad service.

Expensive once here.

Freeport is expensive, not pretty and unfriendly

Not enough activities and too costly.

Prices, mediocre food.

Not all inclusive costs, But restaurants included in all inclusive were not good.

People were very rude, the gratuity is already added to everything so they do not have to be nice to you.

Expensive, bad food, poor service, rude people.

The island needs to be cleaned up and recope from last years hurricane.

Expensive, bad food, rude people, slow service.

They would not like the prices.

Too expensive.

Spring Break

#### Not Recommend

#### **Grand Bahama**

Too expensive.

No organization, no good food, no good weather.

Bit disappointed in obvious hurricane

damage still in need of repair and apparent safety issues.

I did not. The beaches were clean, walking and biking on roads seemed unsafe.

Better islands available.

Very little natural beauty. Rundown appearance of areas away from resort. High prices.

I felt like I was being swindled most of the time.

Need clubs, more nighttime and nightlife.

Not any good shopping, crime I had my purse stolen (money taken)

For what it is, It is not worth the excessive expense.

But not recommending our resort

Bahamas yes, Flamingo Bay or Ritz no.

Felt unsafe.

Do not think we got value for money spent. Prices too high at hotels for drinks.

Because of service at Pisces Restaurants and encounter with H. Forbes.

Timeshare at the Bahamia has closed. We were never contacted by them concerning this closing.

It is a good place to relax, but there are not that many activities and nightlife is quiet.

Price gouging. Residents not as friendly.

Rude people working on island

Everything is too expensive here. Mexico or Florida are better values

Too expensive. More likely to go to Mexico.

Nightlife ends early

Most of the locals are unfriendly, service are lousy.

Need better hotels.

Too expensive to vacation.

The food was not very good. Not a lot of activities, not a good buy for the money.

Not through Discovery.

Trash and filth.

Trash, dirt and filth everywhere.

#### Not Recommend

### **Grand Bahama**

Expensive

Expensive

Need more shops and casinos.

Attitudes if the workers on the island.

Did not like the taxi that was enforced, male Bahamians lazy, tipping is to ensure prompt service it should not be a guarantee of service.

Everything is over priced and people aren't friendly.

Amex is not commonly accepted, more of the world to see. Taxi too high.

Boring.

Salesperson for timeshares are too pushy and aggressive.

Very expensive, not enough entertainment for kids and adults at night.

Prices too high. Undeveloped. Food bad.

Because of experience.

Not enough quality shopping, restaurants not plentiful.

The weather was good, but not all that much to do here.

There are other places in the Caribbean that I prefer.

Too expensive to visit, food/lodging.

High cost of restaurants, groceries, surcharges.

Not enough to do in Freeport for our specific interest

Not much of town outside beaches.

Not enough to do. Attitude of the people.

#### Nassau & Paradise Island

Cost, the daily tax per adult is very high for a family on top of hotel (costs)

Too expensive.

Getting in and specially out of the airport is a nightmare.

Expensive and crappy hotels.

Expensive and residents are not friendly or courteous.

People are not friendly and the service is not good.

Not safe.

#### Island Not Recommend

#### Nassau & Paradise Island

Other tropical destinations are more worth the money, the Bahamas are ridiculously expensive everything from food to taxis.

People are rude and everything is expensive.

Not many things to do, difficult to locate the things that are here.

Never - the hotel staff at 2 separate hotels were rude and made everything difficult. I was charged incorrectly for phone calls and meals never ate and the people were extremely unwelcoming.

Did not meet our expectations.

Stuff (lodging, taxi, activities) is expensive.

Only when airport is improved.

No excitement, nothing to do.

I went to straw market and saw 2 fights, my wife got hurt.

Prices too high.

Rooms at my hotel were broken into.

Service too high, low end restaurant is very poor, wrong order, slow not efficient.

Disappointed in the resort, unfriendly people.

Hotel standards poor. Food too expensive. Customer service lacking, airport very disorganized.

Poor experience.

Lack of good customer service. Food too expensive. Hotel standards poor.

Dirty beaches.

Expensive, Bad service at dinner.

Cost vs value. Taxi fares.

Bad service, dirty roads and beaches, expensive restaurants, bad food.

If lines move better.

The hotel we stayed at Wyndam hotel.

Its very expensive in comparision to other destinations.

Airport was worst experience.

Too touristy, no cell phone access.

Short hop from US ok, Longer trip, no

Rude people, not service oriented.

Unfriendly staff at Atlantis Hotel.

#### Island Not Recommend

#### Nassau & Paradise Island

But not during hurricane season.

Must experience once.

Airport experience long lines to take own luggage through security, wheelchair and still did not come after 40 minutes.

Atlantis Resorts had too many lines and not a good value for the money

Poor service in hotels and security guards hustle you.

Do lot of travel and Atlantis is the nicest hotel I've stayed in.

Dangerous, no place to walk.

Had poor service at the Atlantis Resort Royal Towers. Rude service.

Poor service.

Problems at Quality Inn.

They need to be prepared for the reality of the situation.

Due to horrible service in customs and airline Bahamas.

Airport security issues. No organization.

Expensive.

Too many unsupervised high school students.

Ripped off at airport gift shop.

Food was too expensive, as well as transportation in an around the Bahamas.

I was very impressed by the courtesy and civility of residents. The beaches were beautiful too. Please improve drinking water though.

Several incidents of racisms, rudeness left me somewhat disappointed.

Too expensive

Bad food, too expensive.

Not an easy vacation.

Hidden costs.

Airport sucks.

Taxis are too expensive, hotel accommodations disappointing, everyone expects you to pay them.

Had bad experience. The Bahamian people need to wake up and serve the clients from taxi drivers, airport personnel, rude people in the Bahamas.

This was not a tourist friendly location.

Again Atlantis (was terrible). I thought the local people were great.

No vegetarian options for food. Most friends are vegetarian.

## STATES (UNITED STATES OF AMERICA) STOPOVERS 2000 TO 2005

State	2000	2001	2002	2003	2004	2005
FLORIDA	316,858	328,311	317,004	304,220	309,642	333,777
NEW YORK	126,743	136,196	123,752	124,513	133,613	176,675
NEW JERSEY	75,975	76,982	73,602	74,996	82,456	96,502
PENNSYLVANIA	59,729	59,633	59,497	59,900	62,842	62,648
GEORGIA	38,266	46,454	49,719	49,855	52,037	54,787
VIRGINIA	46,338	44,472	46,888	49,885	51,143	45,175
CALIFORNIA	39,075	40,357	40,105	45,308	50,599	52,895
TEXAS	38,995	43,429	46,239	40,408	49,140	48,771
MARYLAND	37,707	36,804	35,570	42,821	47,832	45,363
OHIO	58,553	51,657	48,542	47,534	47,461	38,731
MASSACHUSETTS	37,051	41,218	37,799	44,370	46,891	41,647
ILLINOIS	44,358	42,780	39,384	37,722	42,269	40,554
NORTH CAROLINA	38,432	38,492	42,481	40,904	42,025	39,111
CONNECTICUT	27,611	29,025	28,618	28,567	32,391	33,406
MICHIGAN	28,385	27,373	29,542	29,531	30,575	31,651
SOUTH CAROLINA	15,857	15,415	17,652	16,488	21,177	21,708
TENNESSEE	19,016	19,423	19,694	16,585	17,544	18,155
INDIANA	19,473	18,382	18,150	16,605	17,203	15,963
WISCONSIN	12,818	12,000	11,695	15,098	15,971	12,244
MISSOURI	13,135	11,048	13,279	11,671	13,250	12,620
MINNESOTA	10,456	9,704	10,313	11,912	12,855	12,032
ALABAMA	9,648	9,839	12,491	10,024	12,466	12,664
COLORADO	11,237	11,352	10,966	11,652	12,365	12,174
KENTUCKY	13,759	13,303	12,266	11,621	12,046	11,350
LOUISIANA	6,441	8,149	7,244	7,532	8,382	8,384
RHODE ISLAND	4,041	4,517	4,823	5,210	7,439	5,757
NEW HAMPSHIRE	5,837	6,509	6,463	6,513	7,424	6,673
ARIZONA	6,317	5,794	6,579	6,292	7,256	7,607
WASHINGTON	6,192	5,936	6,054	6,157	6,893	6,896
DISTRICT OF COLUMBIA	4,962	4,782	4,388	6,281	6,779	5,068
KANSAS	5,535	4,892	5,621	5,530	6,376	5,993
OKLAHOMA	4,728	5,036	4,804	4,835	5,498	5,888
DELAWARE	4,725	4,536	4,575	4,669	5,359	5,341
IOWA	5,094	5,204	4,541	4,569	5,335	5,248
MAINE	3,853	4,022	4,190	4,556	4,890	4,706
MISSISSIPPI	4,106	4,030	4,419	4,380	4,613	4,875
ARKANSAS	5,842	4,628	5,208	4,051	4,493	4,359
WEST VIRGINIA	3,154	2,974	3,520	3,008	3,654	3,282
NEVADA	2,751	2,795	2,791	2,711	3,619	4,198
OREGON	3,113	3,115	2,978	3,036	3,497	3,365
VERMONT	2,070	2,430	2,496	2,465	3,031	3,115
UTAH	2,388	2,516	2,643	2,959	2,922	3,157
NEBRASKA	2,518	2,357	2,320	2,381	2,577	2,466
NEW MEXICO	1,527	1,759	2,089	1,683	1,932	1,850
MONTANA	1,182	1,083	1,097	1,137	1,522	1,329
IDAHO	1,182	1,064	1,158	1,143	1,221	1,288

STATES STOPOVERS 2000 TO 2005

State	2000	2001	2002	2003	2004	2005
ALASKA	646	630	722	783	1,129	658
SOUTH DAKOTA	686	677	765	745	868	770
WYOMING	697	731	838	811	855	876
NORTH DAKOTA	598	579	579	589	813	808
HAWAII	396	440	401	382	429	584
NON RESPONSE	64,239	53,329	71,586	68,737	36,313	4,939
TOTAL USA	1,294,295	1,308,163	1,310,140	1,305,335	1,360,912	1,380,083

DMA'S are designated market areas and may cover more than one state, hence, the DMA's will not necessarily equal the state totals. District of Columbia (Washington DC) is technically not considered a state according to the US Embassy in Nassau, but because it is where the President resides it is included in the above numbers.

STOPOVER VISITORS: THE ISLA	NDS OF THE	BAHAMAS:	FROM CA	NADA: 2005	
PROVINCE	2005	% SHARE	2004	% SHARE	% CHG
1 ONTARIO	46,002	60.8%	37,558	54.9%	22.5%
2 QUEBEC	12,767	16.9%	13,981	20.4%	-8.7%
3 BRITISH COLUMBIA	4,073	5.4%	3,466	5.1%	17.5%
4 ALBERTA	3,273	4.3%	3,486	5.1%	-6.1%
5 NOVA SCOTIA	1,058	1.4%	830	1.2%	27.5%
6 MANITOBA	944	1.2%	871	1.3%	8.4%
7 NEW BRUNSWICK	623	0.8%	632	0.9%	-1.4%
8 SASKATCHEWAN	526	0.7%	590	0.9%	-10.8%
9 NEWFOUNDLAND	469	0.6%	316	0.5%	48.4%
10 PRINCE EDWARD ISLAND	101	0.1%	133	0.2%	-24.1%
11 NORTHWEST TERRITORIES	17	0.0%	26	0.0%	-34.6%
12 YUKON TERRITORY	16	0.0%	23	0.0%	-30.4%
13 NUNAVUT	13	0.0%	9	0.0%	44.4%
14 OTHER PROVINCES	5,761	7.6%	6,541	9.6%	-11.9%
TOTAL	75,643	100.0%	68,462	100.0%	10.5%

All numbers are subject to revision

STOPOVER VISITORS: THE ISLANDS OF T	НЕ ВАН.: С	ARIBBEAN I	SLANDS:	2005	
COUNTRY	2005	% SHARE	2004	% SHARE	% CHG
1 JAMAICA	6,599	37.3%	5,835	36.4%	13.1%
2 TURKS AND CAICOS ISLANDS	2,299	13.0%	1,920	12.0%	19.7%
3 TRINIDAD AND TOBAGO	1,417	8.0%	1,212	7.6%	16.9%
4 HAITI	1,322	7.5%	1,291	8.1%	2.4%
5 CAYMAN ISLANDS	1,298	7.3%	1,260	7.9%	3.0%
6 BARBADOS	939	5.3%	939	5.9%	0.0%
7 BERMUDA	834	4.7%	661	4.1%	26.2%
8 DOMINICAN REPUBLIC	550	3.1%	358	2.2%	53.6%
9 CUBA	412	2.3%	546	3.4%	-24.5%
10 GUYANA	362	2.0%	243	1.5%	49.0%
11 PUERTO RICO	328	1.9%	483	3.0%	-32.1%
12 ST LUCIA	171	1.0%	222	1.4%	-23.0%
13 ANTIGUA AND BARBUDA	148	0.8%	121	0.8%	22.3%
14 CURACAO	135	0.8%	120	0.7%	12.5%
15 ST KITTS AND NEVIS	118	0.7%	94	0.6%	25.5%
16 BRITISH VIRGIN ISLANDS	113	0.6%	61	0.4%	85.2%
17 ST MAARTEN	102	0.6%	73	0.5%	39.7%
18 DOMINICA	90	0.5%	88	0.5%	2.3%
19 ARUBA	82	0.5%	118	0.7%	-30.5%
20 ST VINCENT & GRENADINES	72	0.4%	71	0.4%	1.4%
21 ANGUILLA	66	0.4%	40	0.2%	65.0%
22 GRENADA	61	0.3%	80	0.5%	-23.8%
23 SURINAME	46	0.3%	53	0.3%	-13.2%
24 NETHERLAND ANTILLES (other islds.)*	38	0.2%	25	0.2%	52.0%
25 MARTINIQUE	35	0.2%	52	0.3%	-32.7%
26 US VIRGIN ISLANDS	21	0.1%	32	0.2%	-34.4%
27 MONTSERRAT	18	0.1%	11	0.1%	63.6%
28 FRENCH WEST INDIES(other islds.)**	18	0.1%	1	0.0%	1700.0%
29 ST EUSTATIUS	4	0.0%	5	0.0%	-20.0%
TOTAL	17,698	100.0%	16,015	100.0%	10.5%

<sup>\*</sup>The Netherland Antilles is comprised of 5 islands, Saba, Sint (St.) Eustatius, Sint (St.) Maarten, Bonaire and Curacao.

<sup>\*\*</sup> The French West Indies is comprised of the islands of Martinique, Guadeloupe, and St. Barthelemy.

STOPOVER VISITORS: THE ISLA	ANDS OF THE	BAHAMAS	FROM EU	ROPE: 2005	
COUNTRY	2005	% SHARE	2004	% SHARE	% CHG
1 UK	44,846	52.6%	40,479	48.4%	10.8%
2 FRANCE	9,830	11.5%	11,408	13.6%	-13.8%
3 ITALY	6,775	7.9%	8,386	10.0%	-19.2%
4 GERMANY	6,451	7.6%	6,630	7.9%	-2.7%
5 SWITZERLAND	3,155	3.7%	2,924	3.5%	7.9%
6 NETHERLANDS	1,682	2.0%	1,949	2.3%	-13.7%
7 SPAIN	1,570	1.8%	1,428	1.7%	9.9%
8 SWEDEN	1,495	1.8%	1,219	1.5%	22.6%
9 IRELAND	1,446	1.7%	1,411	1.7%	2.5%
10 BELGIUM	1,227	1.4%	1,280	1.5%	-4.1%
11 AUSTRIA	1,095	1.3%	974	1.2%	12.4%
12 DENMARK	888	1.0%	861	1.0%	3.1%
13 NORWAY	884	1.0%	942	1.1%	-6.2%
14 FINLAND	487	0.6%	472	0.6%	3.2%
15 GREECE	382	0.4%	312	0.4%	22.4%
16 PORTUGAL	367	0.4%	475	0.6%	-22.7%
17 POLAND	331	0.4%	472	0.6%	-29.9%
18 TURKEY	316	0.4%	205	0.2%	54.1%
19 RUSSIA	269	0.3%	283	0.3%	-4.9%
20 HUNGARY	206	0.2%	123	0.1%	67.5%
21 ICELAND	205	0.2%	134	0.2%	53.0%
22 MONACO	193	0.2%	126	0.2%	53.2%
23 ROMANIA	176	0.2%	125	0.1%	40.8%
24 LUXEMBOURG	146	0.2%	184	0.2%	-20.7%
25 CZECH REPUBLIC	127	0.1%	116	0.1%	9.5%
26 CYPRUS	92	0.1%	90	0.1%	2.2%
27 UKRAINE	90	0.1%	66	0.1%	36.4%
28 SLOVAKIA	81	0.1%	37	0.0%	118.9%
29 BULGARIA	67	0.1%	85	0.0%	-21.2%
30 MALTA	54	0.1%	53	0.1%	1.9%
31 SLOVENIA	54	0.1%	51	0.1%	5.9%
32 CROATIA	47	0.1%	51		-7.8%
				0.1%	
33 LATVIA	45	0.1%	39	0.0% 0.0%	15.4%
34 LIECHTENSTEIN	34	0.0%	21		61.9%
35 YUGOSLAVIA 36 ESTONIA	31	0.0%	15	0.0%	106.7%
	30	0.0%	23	0.0%	30.4%
37 LITHUANIA	26	0.0%	25	0.0%	4.0%
38 ANDORRA	16	0.0%	14	0.0%	14.3%
39 BELARUS	11	0.0%	13	0.0%	-15.4%
40 FAROE ISLANDS	11	0.0%	2	0.0%	450.0%
41 ALBANIA	10	0.0%	49	0.1%	-79.6%
42 MACEDONIA	8	0.0%	9	0.0%	-11.1%
43 GEORGIA	6	0.0%	14	0.0%	-57.1%
44 MOLDOVA	6	0.0%	4	0.0%	50.0%
45 SAN MARINO	5	0.0%	0	0.0%	100.0%
46 BOSNIA AND HERZEGOVINA	3	0.0%	5	0.0%	-40.0%
47 CANARY ISLANDS	1	0.0%	0	0.0%	100.0%
48 GREENLAND	0	0.0%	6	0.0%	-100.0%
TOTAL	85,277	100.0%	83,590	100.0%	2.0%

STOPOVER VISITORS: THE	E ISLANDS OF THE	BAH.: FROM	I LATIN A	MERICA: 200	)5
COUNTRY	2005	% SHARE	2004	% SHARE	% CHG
1 MEXICO	3,546	30.8%	3,094	31.0%	14.6%
2 BRAZIL	1,880	16.4%	1,487	14.9%	26.4%
3 VENEZUELA	1,203	10.5%	1,077	10.8%	11.7%
4 ARGENTINA	955	8.3%	926	9.3%	3.1%
5 COLOMBIA	651	5.7%	547	5.5%	19.0%
6 PERU	494	4.3%	405	4.1%	22.0%
7 COSTA RICA	485	4.2%	395	4.0%	22.8%
8 PANAMA	480	4.2%	426	4.3%	12.7%
9 ECUADOR	440	3.8%	296	3.0%	48.6%
10 CHILE	376	3.3%	346	3.5%	8.7%
11 GUATEMALA	281	2.4%	245	2.5%	14.7%
12 URUGUAY	187	1.6%	167	1.7%	12.0%
13 HONDURAS	171	1.5%	152	1.5%	12.5%
14 EL SALVADOR	116	1.0%	135	1.4%	-14.1%
15 BELIZE	112	1.0%	97	1.0%	15.5%
16 NICARAGUA	56	0.5%	97	1.0%	-42.3%
17 BOLIVIA	38	0.3%	57	0.6%	-33.3%
18 PARAGUAY	26	0.2%	31	0.3%	-16.1%
TOTAL	11,497	100.0%	9,980	100.0%	15.2%

STOPOVER VISITORS: THE ISL.	ANDS OF THE	BAH.: FROM	I REST OF	WORLD: 200	)5
COUNTRY	2005	% SHARE	2004	% SHARE	% CHG
1 AUSTRALIA	2,597	6.8%	2,381	10.7%	9.1%
2 JAPAN	2,356	6.2%	2,375	10.6%	-0.8%
3 SOUTH AFRICA	1,205	3.2%	1,032	4.6%	16.8%
4 NEW ZEALAND	666	1.8%	642	2.9%	3.7%
5 ISRAEL	580	1.5%	522	2.3%	11.1%
6 SAUDI ARABIA	178	0.5%	379	1.7%	-53.0%
7 CHINA	290	0.8%	345	1.5%	-15.9%
8 PHILIPPINES	282	0.7%	266	1.2%	6.0%
9 INDIA	285	0.8%	265	1.2%	7.5%
10 HONG KONG	258	0.7%	212	0.9%	21.7%
11 SINGAPORE	206	0.5%	212	0.9%	-2.8%
12 SOUTH KOREA	225	0.6%	201	0.9%	11.9%
13 UNITED ARAB EMIRATE	105	0.3%	88	0.4%	19.3%
14 TAIWAN	98	0.3%	70	0.3%	40.0%
15 SWAZILAND	56	0.1%	64	0.3%	-12.5%
16 MALAYSIA	96	0.3%	56	0.3%	71.4%
17 INDONESIA	33	0.1%	48	0.2%	-31.3%
18 THAILAND	71	0.2%	29	0.1%	144.8%
19 OTHER	28,368	74.7%	13,166	58.9%	115.5%
TOTAL	37,955	100.0%	22,353	100.0%	69.8%

# The Bahamas Ministry of Tourism Confidential Exit Survey

Dear Visitor,

Thank you for choosing the Islands of the Bahamas.

Tourism is our number one industry and your honest opinions and thoughts are very important to us.

We would be grateful if you would help us by completing the attached brief questionnaire. It is designed to take only a few minutes of your time. All information will be treated confidentially.

Thank you for your help. We greatly appreciate it.

ONE BOX ONLY)		SIT TO THE BAHAMAS? (PLEASE "X"			
Business Trip					
	ember on business trip [				
Visiting friends or relatives [ ]6					
Derconal business or fam	ilv matter	]0 ]7			
Casino excursion	[	]8			
Other (PLEASE WRITE	IN)				
		OOSING TO VISIT THE BAHAMAS?			
	Good package deals[	]10			
Safety [ ]3	Rest & Relaxation [	]11			
Hotel Facilities[ ]4	Friendly people [				
Casinos	Easy to get to[	]13			
Nightlife [ ]6	Heard a lot about the Bah[				
	Had friends in the Bah	]15			
Exotic Islands [ ]8	Never been here before[	]16			
Other					
		E TO VISIT THE BAHAMAS? (PLEASE			
Climate [ ]2	Good package deals[	]10			
Safety [ ]3	Rest & Relaxation [	]11			
Hotel Facilities[ ]4	Friendly people [	]12			
Casinos [ ]5	Easy to get to[	]13			
Nightlife [ ]6					
Exotic Islands [ ]8	Never been here before[				
0.1		•			
	Honeymoon	Climate			

5.	HOW DID YOU BOOK YOUR RESERVATIONS? (PLEASE "X" AS MANY BOXES AS APPLY)
	Used a travel agent/tour operator to book:
	Hotel
	Airline
	On-island activities
	Booked reservations directly with:
	Hotel
	Transport companies (e.g. taxis)
	On-island activity companies [ ]8
	<b>Booked hotel</b> on the internet [ ]9
	Booked airline on the internet [ ]10 Booked on-island activities on the internet. [ ]11
6.	WHICH TOUR OPERATOR &/OR TRAVEL AGENT DID YOU USE? (PLEASE WRITE IN THE NAME)
	Tour Operator &/or Travel Agent
	Town/City where booked
	<b>Did Not</b> Use A Tour Operator Or Travel Agent[ ]1
7.	WHEN PLANNING YOUR VACATION, WHAT IS THE ELECTRONIC MEDIA MOST FREQUENTLY USED? (PLEASE "X AS MANY BOXES AS APPLY)
	Specialty Cable Channels (e.g. Lifetime)
	Specialty News Channels (e.g. CNN, MSNBC)[ ]2
	Network Television, e.g. ABC, NBC,CBS [ ]3 Radio
	Internet. [ ]5
	Other (PLEASE WRITE IN)
8.	WHAT ARE YOUR FAVORITE TELEVISION NETWORK/STATION (S)?
	Do not watch television [ ] skip to quest. 10
	<del></del>
9.	AT WHAT TIME ARE YOU MOST LIKELY TO WATCH TELEVISION? (PLEASE WRITE IN)
	a.mp.m.

Newspaper       [ ]1         Magazine       [ ]2
Other (PLEASE WRITE IN)
WHAT <u>NEWSPAPERS</u> DO YOU READ? (PLEASE WRITE IN)
Do not read newspapers [ ] skip to quest. 12
WHAT MAGAZINES DO YOU READ? (PLEASE WRITE IN)
Do not read magazines [ ] skip to quest. 13
DO YOU HAVE AN E-MAIL ADDRESS? (PLEASE "X" ONE BOX ONLY) Yes
<b>DO YOU SURF THE INTERNET?</b> (PLEASE "X" ONE BOX ONLY) Yes[ ]1 No[ ]2 <b>If no</b> , skip to quest. 16
WHAT INTERNET SEARCH ENGINE &/OR CONTENT PROVIDER DO YOU US (PLEASE "X" AS MANY BOXES AS APPLY)
AOL[ ]1       Google
Other
HAVE YOU EVER VISITED THE BAHAMAS BEFORE BY AIR, BY PRIVATE I OR A CRUISE SHIP?
Yes[ ]1 No[ ]2 <b>If no,</b> skip to quest. 18
NOT COUNTING THIS TRIP, HOW MANY TIMES HAVE YOU EVER VISITED BAHAMAS?
One [ ]1 Three [ ]3 Ten to Nineteen [ ]5 Two [ ]2 Four to Nine [ ]4 Twenty or more [ ]6
HOW LIKELY ARE YOU TO RETURN TO THE BAHAMAS FOR A VACATION I THE NEXT 1-5 YRS? (PLEASE "X" ONE BOX ONLY)
Very Likely[]1 Somewhat UnLikely[]3 Somewhat Likely[]2 Not at all Likely[]4
• • • • • • • • • • • • • • • • • • • •

HOW LIKELY ARE YOU TO RECOMMEND THE BAHAMAS TO YOUR FRIENDS OR RELATIVES? (PLEASE "X" ONE BOX ONLY)
Very Likely[ ]1 Somewhat UnLikely [ ]3 Somewhat Likely [ ]2 Not at all Likely [ ]4
IF not at all likely to recommend, Why not?
FOR STATISTICAL PURPOSES ONLY.
INCLUDING YOURSELF, WRITE IN THE NUMBER OF PEOPLE TRAVELLING WITH YOU?
PEOPLE
WHERE DO YOU LIVE?
United States[ ]1 State: Zip Code:
Canada [ ]2 Province: Postal Code:
Other (PLEASE WRITE IN COUNTRY): Zip/Postal Code WHAT IS YOUR AGE? (PLEASE "X" ONE BOX ONLY)
12 to 17
ARE YOU(PLEASE "X" ONE BOX ONLY)
Male [ ]1 Female [ ]2
WHAT IS THE HIGHEST LEVEL OF EDUCATION THAT YOU HAVE COMPLETED? (PLEASE "X" ONE BOX ONLY)
High school or less[ ]1 College graduate[ ]3 Some college[ ]2 Post graduate[ ]4
INCLUDING YOURSELF AND ANY INFANTS, HOW MANY PEOPLE ARE THERE CURRENTLY LIVING IN YOUR HOUSEHOLD? (PLEASE "X" ONE BOX ONLY)
One

26.	WHAT IS YOUR TOTAL HOU (PLEASE "X" ONE BOX ONLY)	SEHOLD INCOME BEFORE TAXES IN U.S. DOLLARS?			
	Under \$20,000[ ]1 \$20,000 to \$39,999 [ ]2 \$40,000 to \$59,999 [ ]3	\$60,000 to \$79,999[ ]4 \$80,000 to \$99,999[ ]5 \$100,000 or over[ ]6			
Research P.O. Box	BAHAMAS MINISTRY OF TOURISM Research Department P.O. Box N-3701, Nassau, Bahamas.				
	FO	R OFFICE USE ONLY			
Enumera	Survey [ ] ator [ ]	Year [ ] Col [ ] Coder [ ]			