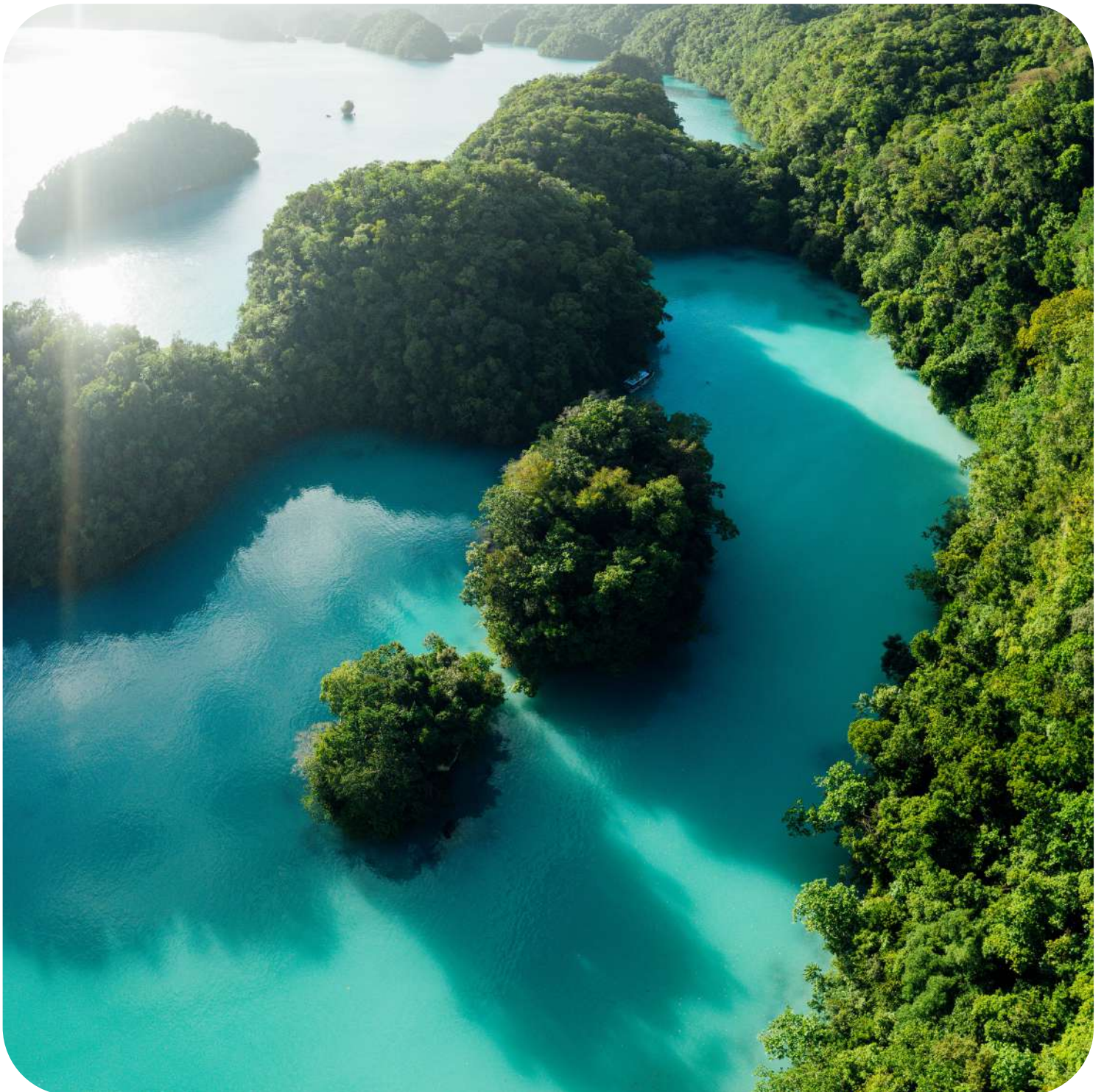




⊕ VISITOR ARRIVAL STATISTICS
2020 REPORT ⊕





PLEASE NOTE: Due to a change in PVA data source, starting in October 2016, and until further notice, PVA will be reporting its visitor arrival statistics based solely on NATIONALITY and VISITORS. PVA uses actual data based upon arrivals and departures, current month uses averages for visitors that have not departed yet. This information will be updated on next month's stats report.

ARRIVALS BY CALENDAR YEAR

CY2019 vs. CY2020 MONTHLY, BY KEY MARKETS

| 2019 | January | February | March | April | May | June | July | August | September | October | November | December | Totals |
|----------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| JAPAN | 1,959 | 2,060 | 2,437 | 1,763 | 1,291 | 657 | 1,093 | 2,120 | 1,469 | 923 | 1,423 | 2,547 | 19,742 |
| SOUTH KOREA | 1,171 | 1,037 | 1,092 | 810 | 1,098 | 660 | 774 | 1,058 | 659 | 698 | 1,309 | 1,518 | 11,884 |
| TAIWAN | 923 | 1,095 | 1,195 | 1,104 | 1,395 | 1,402 | 1,700 | 1,669 | 1,254 | 1,303 | 1,335 | 1,103 | 15,478 |
| CHINA | 2,083 | 4,070 | 2,559 | 3,196 | 2,500 | 2,330 | 2,333 | 2,592 | 2,023 | 1,911 | 2,222 | 2,328 | 30,147 |
| USA/CANADA | 627 | 703 | 834 | 779 | 610 | 626 | 727 | 536 | 643 | 718 | 620 | 782 | 8,205 |
| EUROPE | 312 | 439 | 485 | 369 | 187 | 122 | 165 | 187 | 169 | 278 | 606 | 417 | 3,736 |
| OTHERS | 284 | 372 | 465 | 418 | 421 | 310 | 292 | 382 | 516 | 365 | 468 | 566 | 4,859 |
| Total | 7,359 | 9,776 | 9,067 | 8,439 | 7,502 | 6,107 | 7,084 | 8,544 | 6,733 | 6,196 | 7,983 | 9,261 | 94,051 |
| Y-on_Y change | -30% | -21% | -18% | -18% | -2% | -25% | -21% | -23% | -5% | -0.4% | 35% | 33% | -11.5% |

CY2019
94,051
-11.5%
% from LY

| 2020 | January | February | March | April | May | June | July | August | September | October | November | December | Totals |
|----------------------|--------------|---------------|---------------|---------------|----------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| JAPAN | 2,205 | 2,283 | 1,264 | | | | | 2 | | | 4 | 4 | 5,762 |
| SOUTH KOREA | 1,326 | 888 | 488 | | | | | | | | | | 2,702 |
| TAIWAN | 1,348 | 834 | 326 | 5 | | | 1 | 14 | 10 | 4 | 15 | 6 | 2,563 |
| CHINA | 3,117 | 125 | 58 | | | | | | | 1 | | | 3,301 |
| USA/CANADA | 922 | 644 | 292 | | | 1 | 19 | 13 | 4 | 9 | 1 | 1 | 1,906 |
| EUROPE | 514 | 547 | 178 | | | | | 1 | | 1 | | | 1,241 |
| OTHERS | 383 | 292 | 140 | | 1 | 3 | | | 65 | | 1 | | 885 |
| Total | 9,815 | 5,613 | 2,746 | 5 | 1 | 4 | 20 | 30 | 79 | 15 | 21 | 11 | 18,360 |
| Y-on_Y change | 33.4% | -42.6% | -69.7% | -99.9% | -100.0% | -99.9% | -99.7% | -99.6% | -98.8% | -99.8% | -99.7% | -99.9% | -80.5% |

CY2020
18,360
-80.5%
% from LY

SUMMARY

With the ongoing COVID-19 pandemic and restrictions of inbound flights since March 2020, arrivals for the year 2020 represent a -80.5% decrease compared to last year, 2019.

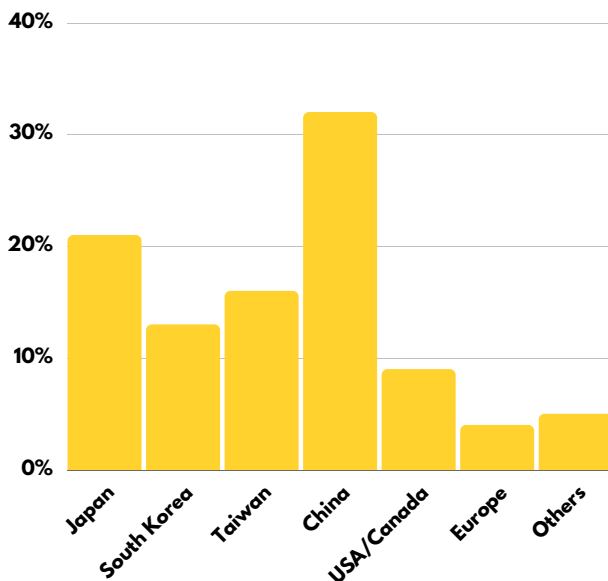
Total visitors for the year 2020 totaled at 18,360.

Visitors from April - December 2020, excluding residents, students, employment, flight crews and transits, were specialists, mainly from Taiwan, Japan, and North America.

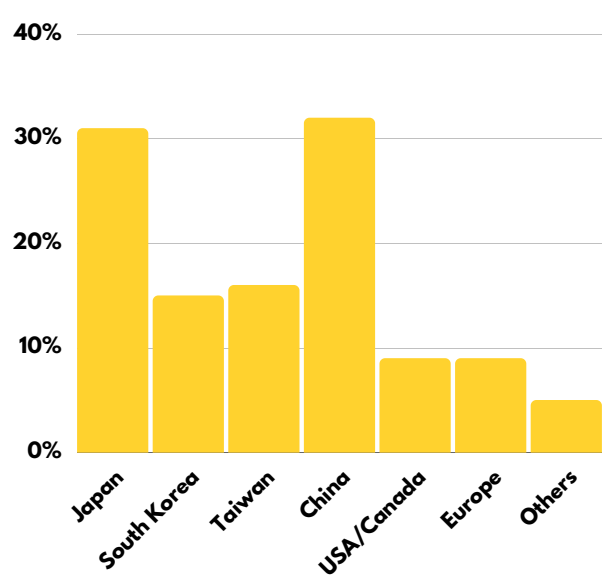
**All scheduled and charter flights have ceased their operations since April 2020 **

Market Share

CY2019



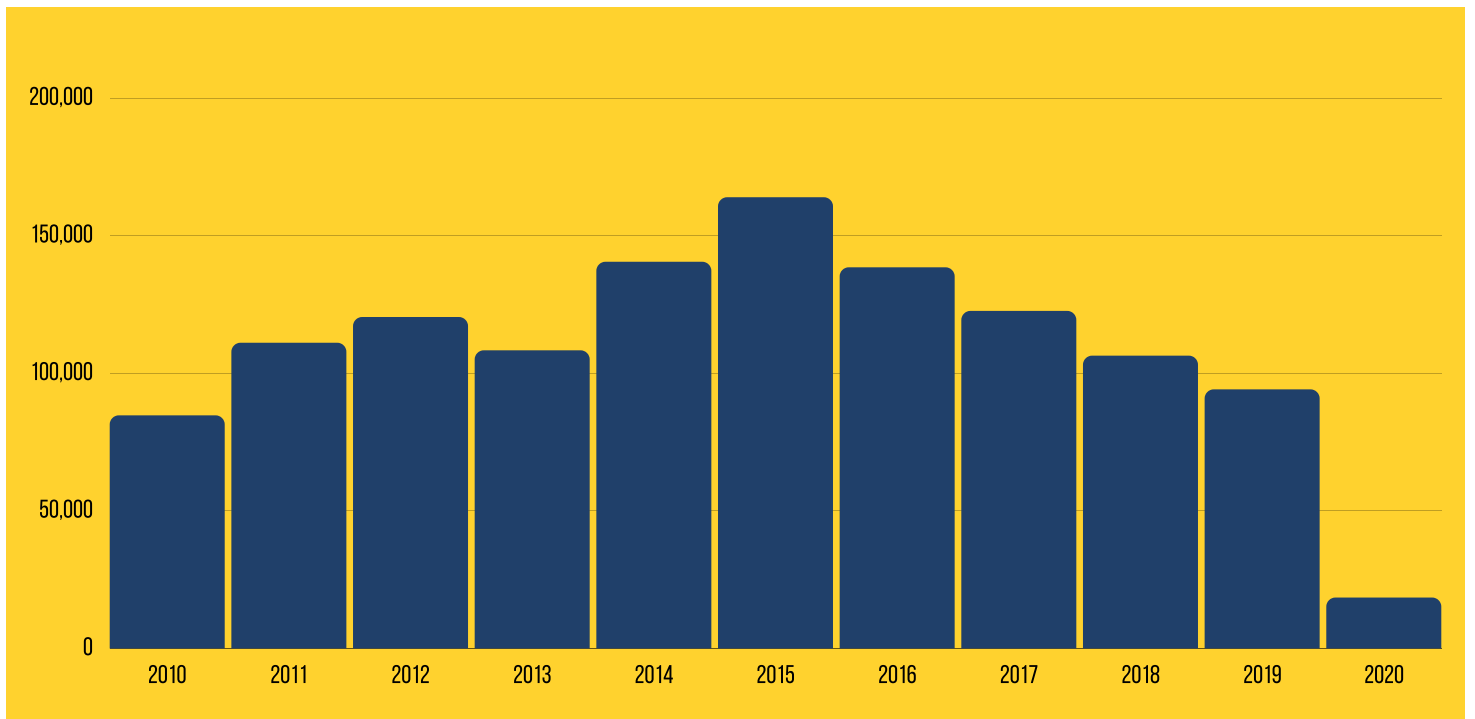
CY2020



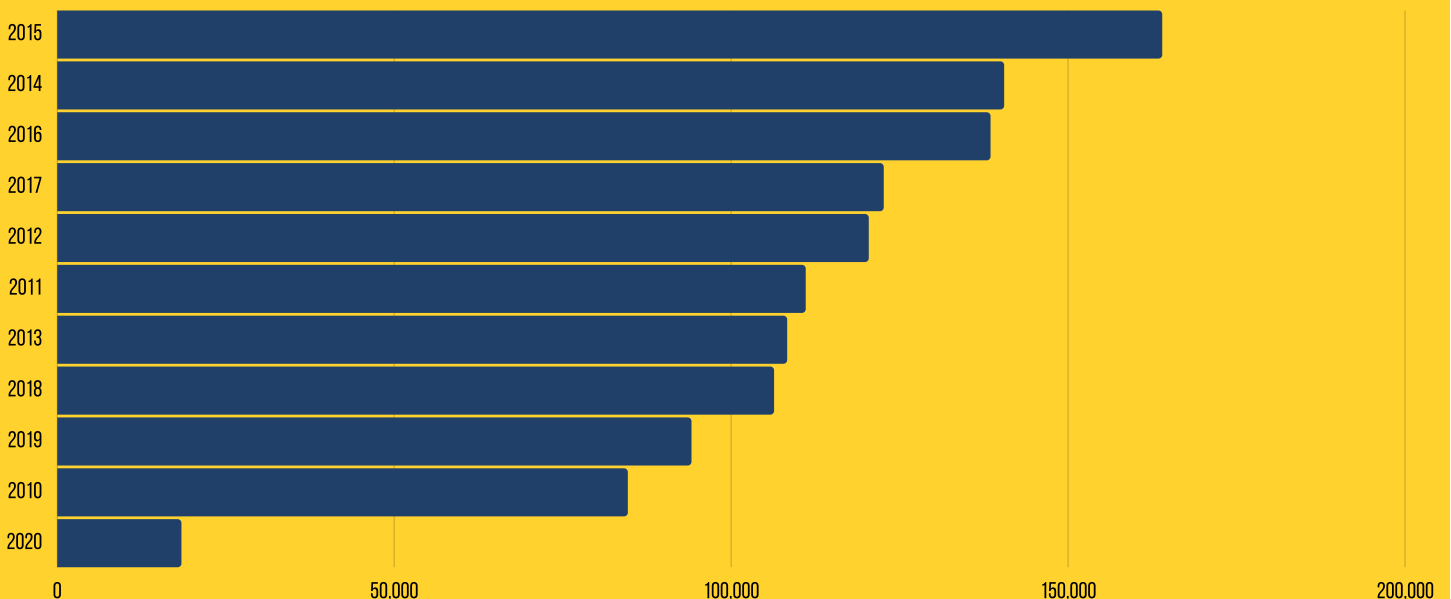
PAST TEN YEARS

CY2010-CY2020 COMPARISONS

| Year | Jan | Feb | March | April | May | June | July | Aug | Sept | Oct | Nov | Dec | Total |
|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------------|
| 2010 | 6,829 | 8,594 | 7,701 | 5,119 | 5,444 | 4,458 | 9,782 | 9,005 | 7,102 | 6,693 | 6,028 | 7,849 | 84,604 |
| 2011 | 9,630 | 8,846 | 7,637 | 8,078 | 7,334 | 7,616 | 11,245 | 12,494 | 10,453 | 8,375 | 8,823 | 10,473 | 111,004 |
| 2012 | 11,174 | 11,349 | 10,063 | 8,507 | 7,845 | 9,845 | 11,653 | 11,866 | 8,955 | 8,783 | 9,777 | 10,543 | 120,360 |
| 2013 | 10,161 | 10,931 | 10,621 | 7,394 | 6,204 | 7,018 | 9,384 | 10,506 | 9,501 | 8,493 | 8,057 | 9,980 | 108,250 |
| 2014 | 10,933 | 11,125 | 10,959 | 8,875 | 8,690 | 10,488 | 12,331 | 13,880 | 11,863 | 11,843 | 14,020 | 15,443 | 140,450 |
| 2015 | 14,881 | 17,742 | 14,961 | 12,844 | 12,704 | 12,840 | 12,838 | 15,579 | 13,072 | 12,446 | 11,423 | 12,579 | 163,909 |
| 2016 | 14,183 | 14,137 | 12,249 | 10,665 | 9,603 | 11,381 | 12,494 | 13,287 | 12,187 | 8,988 | 9,384 | 9,872 | 138,430 |
| 2017 | 11,654 | 10,026 | 8,886 | 9,882 | 9,018 | 10,108 | 12,295 | 13,156 | 8,796 | 9,622 | 9,378 | 9,761 | 122,582 |
| 2018 | 10,465 | 12,418 | 11,024 | 10,337 | 7,651 | 8,176 | 9,009 | 11,091 | 7,033 | 6,217 | 5,905 | 6,983 | 106,309 |
| 2019 | 7,359 | 9,776 | 9,067 | 8,439 | 7,502 | 6,107 | 7,084 | 8,544 | 6,733 | 6,196 | 7,983 | 9,261 | 94,051 |
| 2020 | 9,815 | 5,613 | 2,746 | 5 | 1 | 4 | 20 | 30 | 79 | 15 | 21 | 11 | 18,360 |



RANKING



ARRIVALS BY FISCAL YEAR

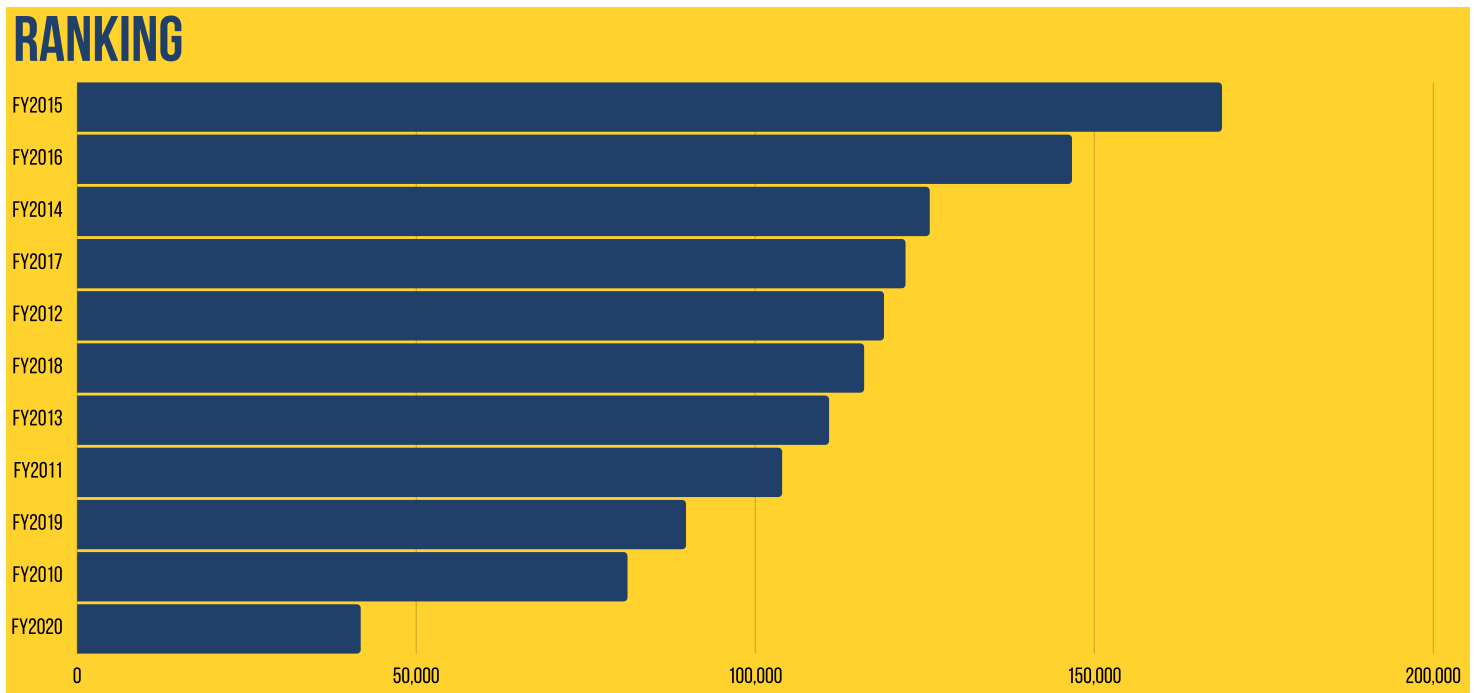
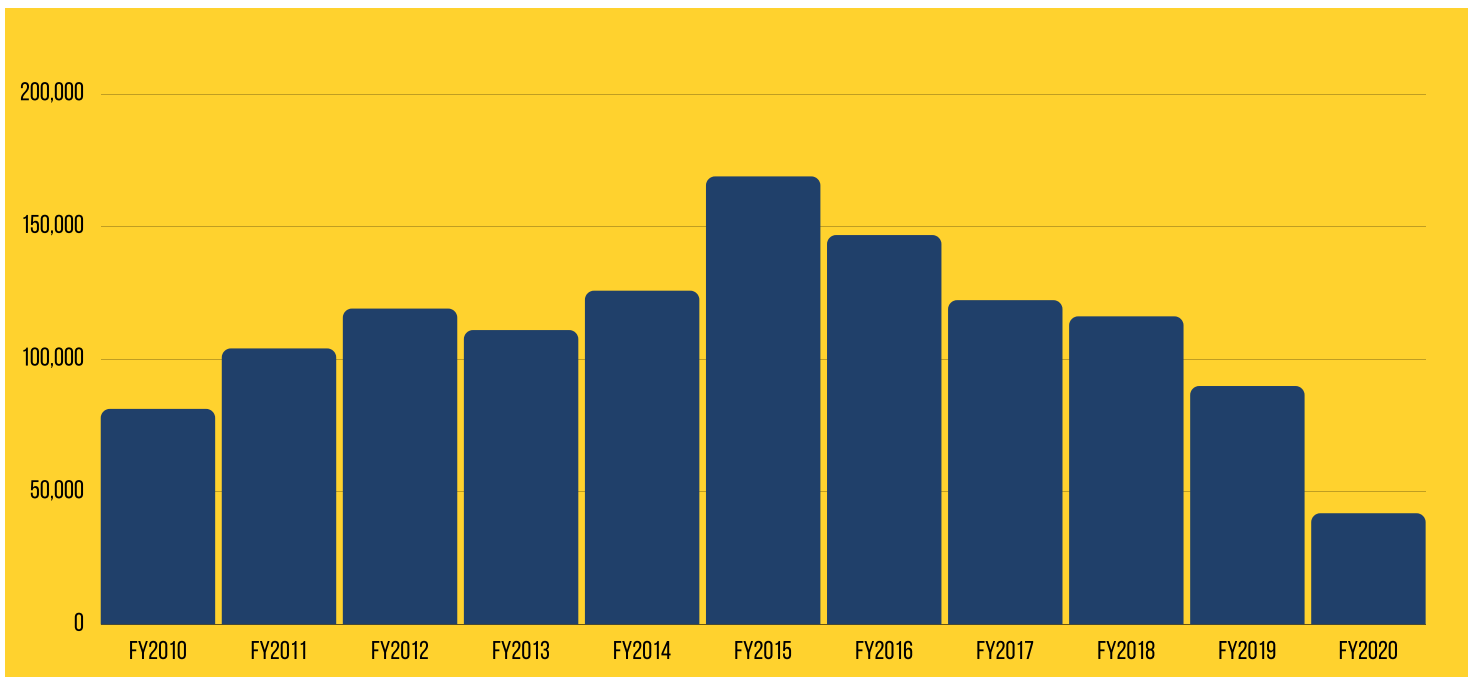
FY2019 vs. FY2020 MONTHLY, BY KEY MARKETS

| FY 2019 | January | February | March | April | May | June | July | August | September | October | November | December | Totals |
|---------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| JAPAN | 1,025 | 1,502 | 2,261 | 1,959 | 2,060 | 2,437 | 1,763 | 1,291 | 657 | 1,093 | 2,120 | 1,469 | 19,637 |
| SOUTH KOREA | 1,047 | 1,059 | 1,104 | 1,171 | 1,037 | 1,092 | 810 | 1,098 | 660 | 774 | 1,058 | 659 | 11,569 |
| TAIWAN | 751 | 777 | 800 | 923 | 1,095 | 1,195 | 1,104 | 1,395 | 1,402 | 1,700 | 1,669 | 1,254 | 14,065 |
| CHINA | 2,028 | 1,281 | 1,509 | 2,083 | 4,070 | 2,559 | 3,196 | 2,500 | 2,330 | 2,333 | 2,592 | 2,023 | 28,504 |
| USA/CANADA | 500 | 604 | 643 | 627 | 703 | 834 | 779 | 610 | 626 | 727 | 536 | 643 | 7,832 |
| EUROPE | 585 | 366 | 400 | 312 | 439 | 485 | 369 | 187 | 122 | 165 | 187 | 169 | 3,786 |
| OTHERS | 285 | 317 | 271 | 284 | 372 | 465 | 418 | 421 | 310 | 292 | 382 | 516 | 4,333 |
| Total | 6,221 | 5,906 | 6,988 | 7,359 | 9,776 | 9,067 | 8,439 | 7,502 | 6,107 | 7,084 | 8,544 | 6,733 | 89,726 |
| Y-on_Y change | -35% | -37% | -28% | -30% | -21% | -18% | -18% | -2% | -25% | -21.4% | -23% | -5% | -22.6% |

FY2019
89,726
 -22.6%
 % from LY

| FY 2020 | January | February | March | April | May | June | July | August | September | October | November | December | Totals |
|---------------|--------------|--------------|--------------|--------------|--------------|--------------|----------|----------|-----------|-----------|-----------|-----------|---------------|
| JAPAN | 923 | 1,423 | 2,547 | 2,205 | 2,283 | 1,264 | - | - | - | - | 2 | - | 10,647 |
| SOUTH KOREA | 698 | 1,309 | 1,518 | 1,326 | 888 | 488 | - | - | - | - | - | - | 6,227 |
| TAIWAN | 1,303 | 1,335 | 1,103 | 1,348 | 834 | 326 | 5 | - | - | 1 | 14 | 10 | 6,279 |
| CHINA | 1,911 | 2,222 | 2,328 | 3,117 | 125 | 58 | - | - | - | - | - | - | 9,761 |
| USA/CANADA | 718 | 620 | 782 | 922 | 644 | 292 | - | - | 1 | 19 | 13 | 4 | 4,015 |
| EUROPE | 278 | 606 | 417 | 514 | 547 | 178 | - | - | - | - | 1 | - | 2,541 |
| OTHERS | 365 | 468 | 566 | 383 | 292 | 140 | - | 1 | 3 | - | - | 65 | 2,283 |
| Total | 6,196 | 7,983 | 9,261 | 9,815 | 5,613 | 2,746 | 5 | 1 | 4 | 20 | 30 | 79 | 41,753 |
| Y-on_Y change | -0.4% | 35.2% | 32.5% | 33.4% | -42.6% | -69.7% | -99.9% | -100.0% | -99.9% | -99.7% | -99.6% | -98.8% | -53.5% |

FY2020
41,753
 -53.5%
 % from LY



ARRIVALS BY COUNTRY GROUP

TOTALS 2019 vs. 2020

| | 2019 | 2020 |
|---|---------------|---------------|
| Asia | 79,667 | 14,780 |
| Japan | 19,742 | 5,762 |
| Korea, Republic of | 11,884 | 2,702 |
| Taiwan, Republic of China | 15,478 | 2,563 |
| China | 30,147 | 3,301 |
| Hong Kong, Special Administrative Region of China | - | - |
| Macao, Special Administrative Region of China | - | - |
| Bangladesh | - | - |
| Indonesia | 152 | 53 |
| India | 64 | 8 |
| Malaysia | 260 | 60 |
| Philippines | 1,180 | 222 |
| Singapore | 179 | 29 |
| Thailand | 214 | 44 |
| Asia-Other | 367 | 36 |
| North America | 8,205 | 1,906 |
| Canada | 388 | 113 |
| United States of America | 7,817 | 1,793 |
| North America-Other | - | - |
| Caribbean | 22 | 1 |
| Central America | 33 | 36 |
| South America | 160 | 17 |
| Argentina | 12 | 3 |
| Brazil | 116 | 13 |
| Chile | 8 | - |
| Ecuador | 2 | - |
| South America-Other | 22 | 1 |
| Europe | 3,770 | 1,245 |
| Austria | 171 | 52 |
| Belgium | 60 | 23 |
| Switzerland | 193 | 58 |
| Czech Republic | 81 | 33 |
| Germany | 787 | 325 |
| Denmark | 59 | 43 |
| Spain | 163 | 32 |
| Finland | 26 | 11 |
| France | 328 | 137 |
| United Kingdom | 520 | 112 |
| Greece | 28 | 20 |
| Italy | 305 | 97 |
| Norway | 53 | 20 |
| Poland | 113 | 78 |
| Portugal | 48 | 4 |
| Russian Federation | 241 | 61 |
| Sweden | 71 | 8 |
| Europe-Other | 523 | 131 |
| Middle East | 182 | 45 |
| Africa | 60 | 16 |
| Oceania | 1,931 | 310 |
| Australia | 726 | 117 |
| Fiji | 98 | 10 |
| Micronesia, Federated States of | 543 | 68 |
| Marshall Islands | 136 | 23 |
| New Zealand | 193 | 27 |
| Republic of the Marshall Islands | - | - |
| Solomon Islands | 30 | 1 |
| Tuvalu | 27 | - |
| Oceania-Other | 178 | 64 |
| Total | 94,030 | 18,356 |

A YEAR IN REVIEW

JAN

•Visitors: 9,815

- Airlines in Operation: 9
- Cruise Ship: The World Residence
- Japan-Palau Yacht Race
- President Tommy E. Remengesau, Jr signed Executive Order to ban charter flights from Hong Kong and Macau.

FEB

•Visitors: 5,613

- Airlines in Operation: 7
- President Tommy E. Remengesau, Jr signed Executive Order no.433 to prohibit entry of all travelers with travel history originating from or transiting through mainland China, Hong Kong and Macau within 14 days of their arrival in the Republic of Palau.
- Executive Order 435: Addendum to Executive Order 433: Prohibiting entry of all travelers with travel history originating from or transiting through mainland China, Hong Kong, Macau within 14 days as a Preventive Measure to Prevent Entry of the 2019 Novel Coronavirus (nCoV) to Palau.
- Skymark Airlines adds Palau charters; PVA greeted passengers on this inaugural flight.
- Executive Order 436: Addendum to Executive Order 435 – Extending the duration of the preventive measures being implemented through Executive Orders No. 433 and 435 until March 31, 2020.

MAR

•Visitors: 2,746

- Airlines in Operation: 8
- Last airline operations/flights from TWAY, SKYMARK, KOREAN AIR, UNITED AIRLINES, CHINA AIRLINES, ASIANA AIRLINES and JAPAN AIRLINES. All flights are suspended until further notice
- President Tommy E. Remengesau Jr. Signed Executive Order No. 437 urging the collaboration of all government agencies in the COVID-19 response extends existing travel restrictions- temporary ban direct flights and cruise ships originating from or transiting through mainland China, Hong Kong, or Macau into Palau, as well as temporary ban of entry of foreign travelers from these areas in the past 14 days until April 30, 2020.

**APR-
AUG**

•Visitors: 60

- Airlines in Operation: 2
- Arrivals were mainly specialists from Taiwan and North America classified as business travelers.
- All scheduled and chartered airlines continue suspended operations until further notice. Asia Pacific Airlines (APA) maintains cargo and mail once a week.
- President Tommy E. Remengesau Jr. Signed Executive Order NO. 440 in April to maintain temporary flight suspension from Hong, Kong, Macau, and mainland China to the Republic of Palau until June 30, 2020.
- EXECUTIVE ORDER NO.442 (July): Re-Establishing Essential Air Services

SEPT

•Visitors: 79

- Airlines in Operation: 2
- Micronesia Leadership Summit: Visitors from the Pacific Region
- Other arrivals were mainly specialists from Taiwan classified as business travelers.
- All scheduled and chartered airlines continue suspended operations until further notice. Asia Pacific Airlines (APA) maintains cargo and mail once a week.

**OCT-
DEC**

•Visitors: 47

- Airlines in Operation: 2
- Arrivals were from Japan, Taiwan, North America classified as business travelers.
- All scheduled and chartered airlines continue suspended operations until further notice. Asia Pacific Airlines (APA) maintains cargo and mail once a week.

A YEAR IN REVIEW



With the COVID-19 Pandemic affecting Palau's tourism industry with no arrivals since April 2020, the Palau Visitors Authority continued its efforts and responsibilities in ensuring that all segments of the industry are accentuated. Therefore, the opportunity was there to revisit and reassess the value and potential of tourism products to restart with a clean slate.

The Marketing Department enhanced Palau's presence in social media and instituted challenges/campaigns to engage community participation and awareness as well as working closely with the State and Community Programs Department to promote historical sites and seek out potential new local assets within the States to create promotional content. Other programs that continued throughout the year include the Night Market- which helped maintain/stimulate revenue for local vendors/companies, Beautification Projects- community based projects such as painting murals and coastal clean-ups.

Additionally, PVA conducted a "State Survey and Assessment" in Koror State, namely the Rock Islands Southern Lagoon and in key Babeldaob (from Airai to Kayangel) and Ioulaob States (Peleliu and Angaur). With each survey and assessment, PVA engaged with state leaders and communities in dialogues on several issues from lack of proper training on customer service, tour guiding and technology, funding, man-power, and lack of knowledge on marketing and promoting their assets, site management and proper site signages.

In May 2020, PVA was appointed by the National Government to be part of the Temporary Workforce Coordinating Committee along with the Ministry of Community and Cultural Affairs and the Social Security Administration. The Coordinating Committee is co-chaired by the Minister of Community and Cultural Affairs and the Chairman of the Board of the Palau Visitors Authority. The Committee includes appropriate government representatives. The purpose of the Committee is to collaborate on logistical matters, coordinate and prioritize projects, avoid duplication of work, and maximize the benefits generated for the Republic and its priorities. Within the TWCC, key staff from each agency were appointed by the Co-Chairpersons to run the Pandemic Reemployment Program or PREP. From May 13th to current, the PREP program has temporarily placed employees who were directly impacted by the effects of COVID-19.

The Palau Visitors Arrival Statistics Report is compiled by the Palau Visitors Authority. For more information please visit us at:



www.pristineparadisepalau.com



Pristine Paradise Palau



@VISITPALAU



Pristine Paradise Palau

Palau Visitors Authority



680-488-2793
680-488-1930



info@pristineparadisepalau.com

