



ANNUAL ARRIVALS AND ACCOMODATIONS REPORT

2019 Edition

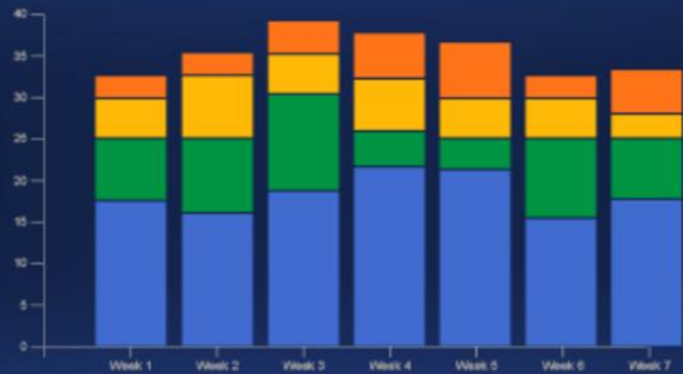
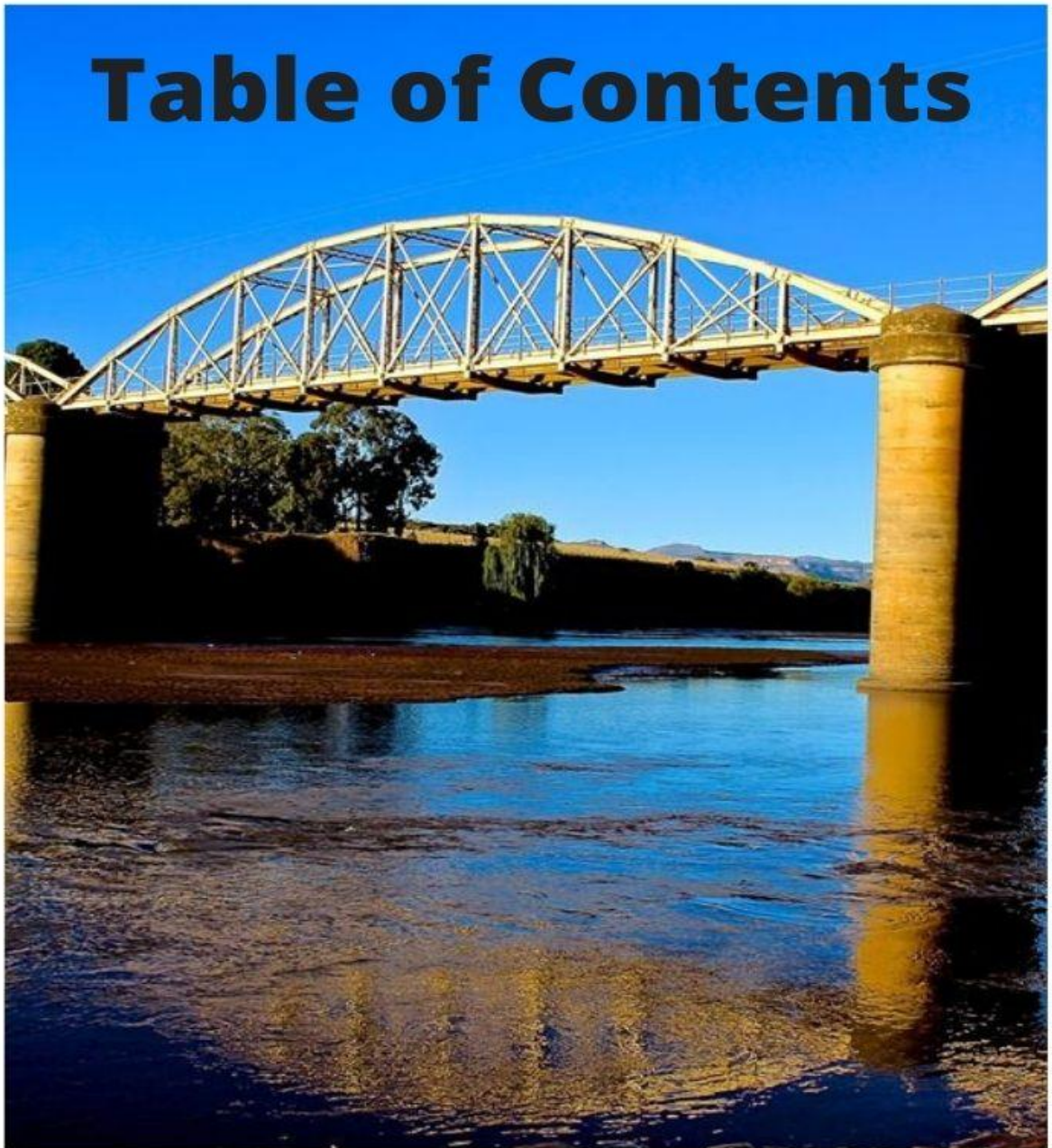


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FOREWORD



Over the years the tourism sector has played a pivotal role in Lesotho's economy and has been earmarked as one of the key sectors that could stimulate economic growth and create jobs that are crucial to the citizens of the Basotho nation.

In the national plan that is meant to foster acceleration of economic growth and development, usually referred to as the National Strategic Development Plan (NSDP I & II), tourism has been identified as one of the priority sectors that have the potential to reduce poverty and improve employment levels in Lesotho.

In 2019, Lesotho welcomed 1,142,381 visitors representing a slight decline of -2.6 percent compared to the previous year. Although there was a decline, visitor arrivals during the year have been encouraging. After witnessing drops in the first and last quarter of the year, figures still denote that Lesotho enjoyed a consistent growth of visitor arrivals where there was a concentrated peak in March (92,941), April (98,025) and June (93,176) respectively. Moreover, during the same year some slight increases in visitor arrivals from all continents except for Africa were also observed.

Furthermore, analysing rankings of Lesotho's source markets in 2019, it has been apparent that South Africa remains Lesotho's main source market. South Africa accounted for 88.4 percent of the total arrivals which translates to 1,009,982 arrivals. Similar to South Africa, Zimbabwe (20, 407) has yet again secured its position (2nd place) while USA claimed 3rd place (9, 239) and outperformed Germany (8, 957) and Netherlands (8, 177) compared to the previous year. In

comparison to 2018, it has been established that Netherlands and Germany dropped from 4th to 6th position and 4th to 5th position respectively.

As far as accommodation statistics go, the figures demonstrate that while the number of operational establishments decreased slightly (down by 7 establishments), the occupancy rate increased slightly, up by (+0.2 percent) to 20 percent. According to the report, it is also apparent that the industry continued to create jobs and fostered economic growth; the subsector directly employed 2,371 people in 2019, which was a decrease of -15 per cent against the previous year (2,717).

With the above synopsis, the Lesotho Tourism Development Corporation once again extends a hearty thanks to Statistics South Africa for its continued support for providing us with the much needed data. To our readers, users and stakeholders, we hope this publication, will provide the much needed insight on arrivals and accommodation statistics as well as serve as a strategic tool that will help and inform sound and solid decisions. As Dan Zarella says it is absolutely true that “Marketing without data is like driving with your eyes closed.” We truly hope that the information provided in this report will be valuable and useful!

Thank you.

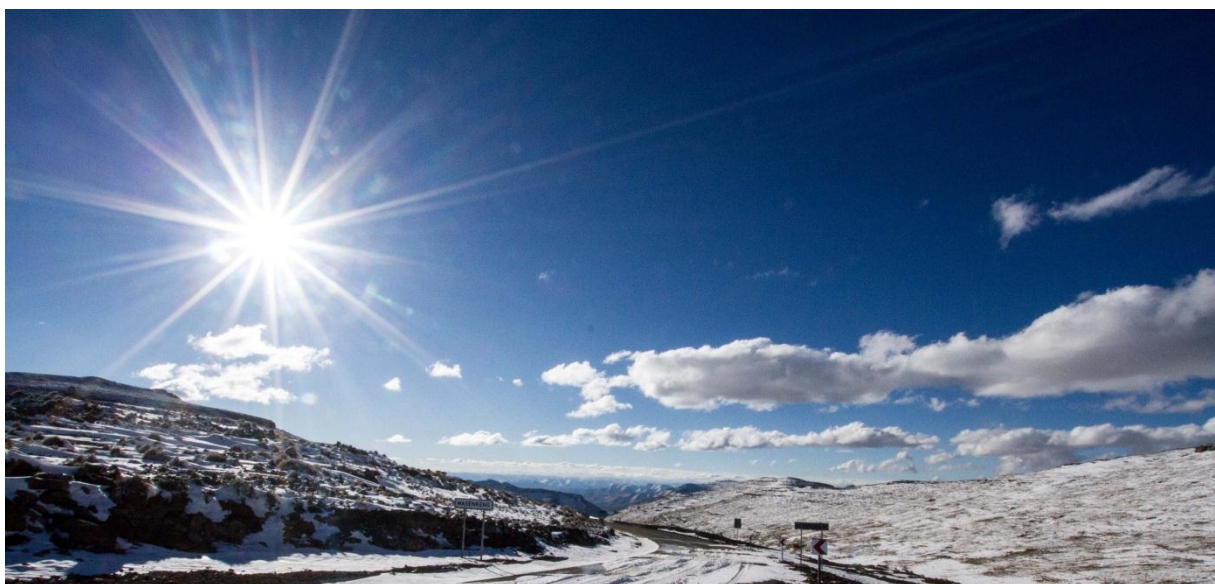
Sehlabaka Ramafikeng

2. ARRIVAL STATISTICS

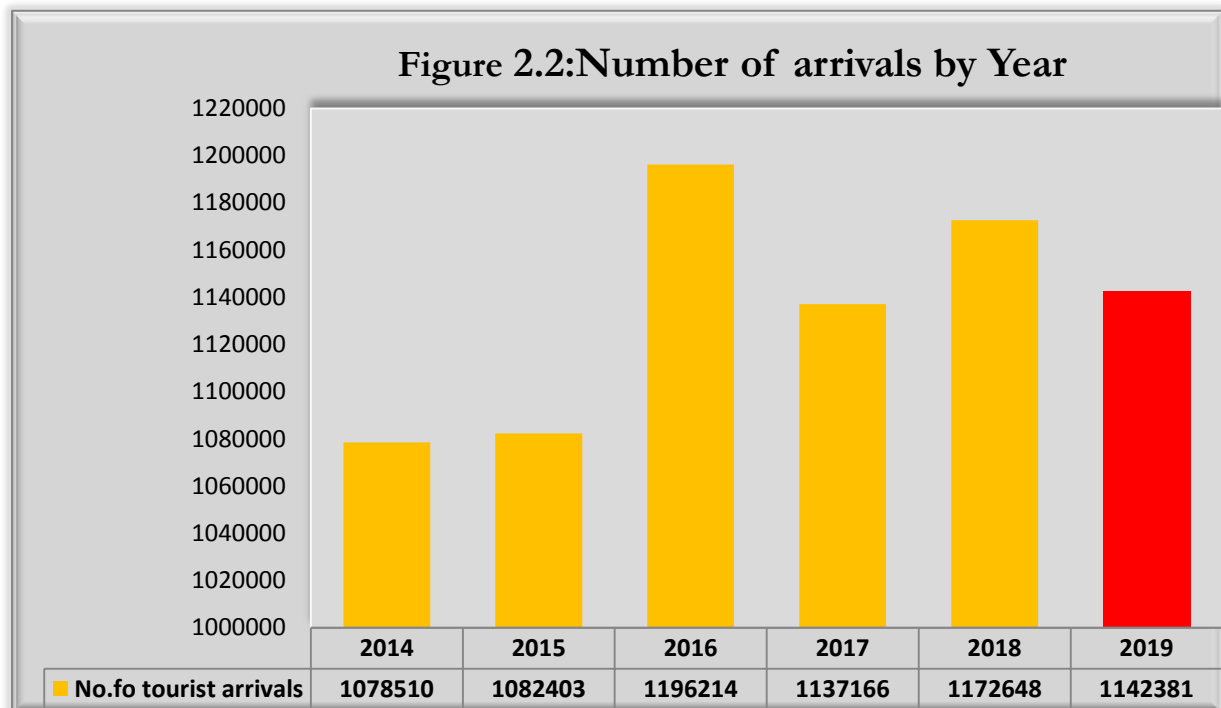
International tourism arrivals statistics provides an examination of Lesotho's inbound tourism performance. This section analyses key indicators such as total international arrivals by year, key source markets, total arrivals by region, and total arrivals by border and seasonality.

2.1. TOURISM GROWTH

A total of 1,142,381 tourist arrivals were recorded in 2019 which was a decrease of -2.6 percent, 30, 267 less arrivals compared to the previous year. Figure 2.2 below indicates that the number of visitor arrivals from 2014 to 2019 increased from 1,078,510 in 2014 to 1,082,403 in 2015, a slight increase of 0.4 percent (+3, 893) more arrivals. From the figure it is also evident that visitor arrivals further increased from 1,082,403 in 2015 to 1,196,214 in 2016, which was a growth of 10.5 percent (+113, 811) arrivals. Furthermore in 2017 compared to the previous year tourist arrivals decreased by -4.9 percent (-59, 048) arrivals, bringing the total number of arrivals to 1,137,166. Moreover from the figure it is clear that in 2018 international arrivals grew from 1,137,166 to 1,172,648 depicting an increase of 3.1 percent which was also quite substantial. Comparing 2019 with 2018, it is apparent that there was another decline though slight of -2.6 percent (-5,825) which has brought the total number of international arrivals to 1,142,381.



2.2. Tourism Arrivals by Year



2.3. Lesotho's Top 10 Source Markets in 2019

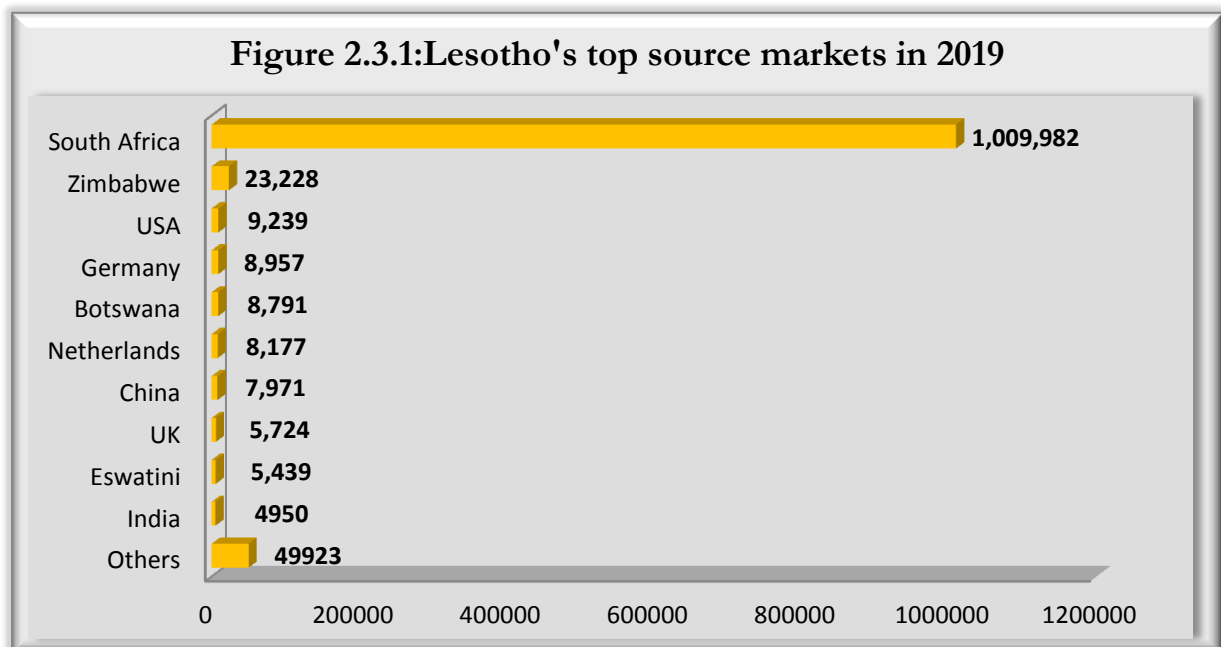


Figure 2.3.1 displays rankings of Lesotho's top 10 source markets in 2019. Similar to previous years, South Africa, due to its proximity to Lesotho remains the main source market as it continues to constitute a high proportion of the total international arrivals. From the figure above, South Africa accounts for 88.4 percent of the total arrivals which translates to 1,009,982 arrivals. Collectively the above top 10 countries account for 1,092,458 which translate into 95 percent of Lesotho's total arrivals. Similar to South Africa, Zimbabwe (20, 407) has yet again secured its position 2nd place while USA claimed 3rd place (9, 239) and outperformed Germany (8, 957) and Netherlands (8, 177) compared to the previous year. In 2019 compared to 2018, it has been established that Netherlands and Germany dropped from 4th to 6th position and 4th to 5th position respectively in terms of rankings.

Top 5 Overseas Markets for Lesotho

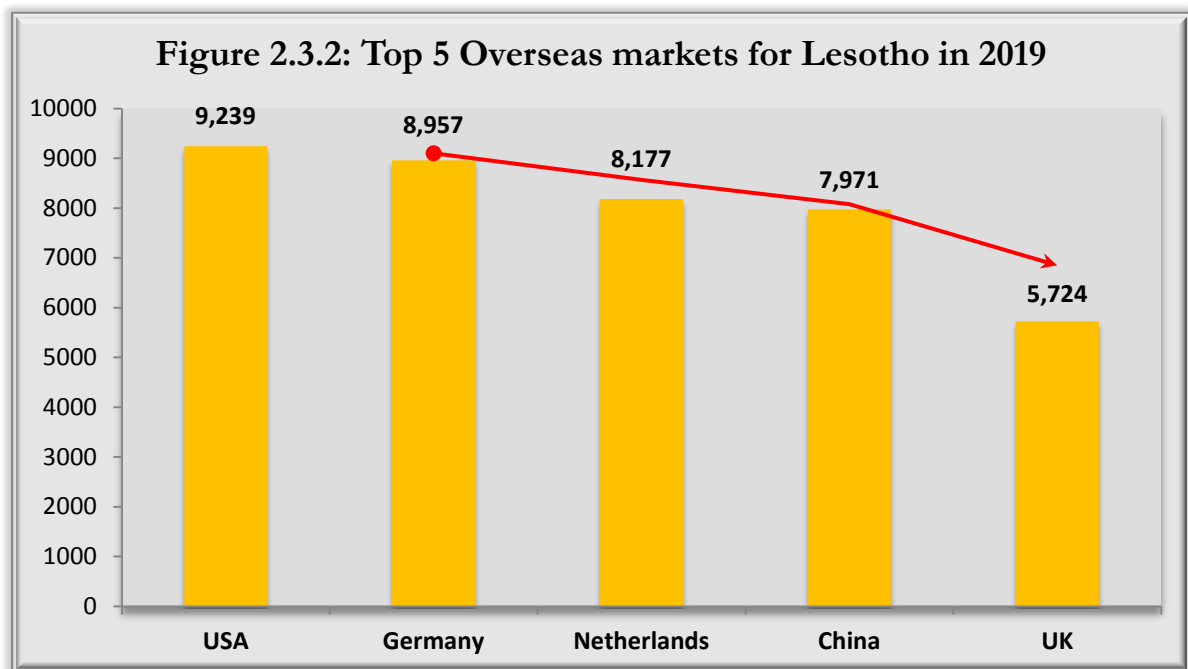


Figure 2.3.3 above shows the rankings of the top 5 overseas markets. In 2019 USA (9,239) was the key overseas market followed by Germany (8,957), Netherlands

(8177), China (7,971) and the UK (5,724). Collectively these five markets provided 4 percent of the market which translate into 40,068 arrivals.



2.3.3. Top 5 Source Markets percentage change (%)



In terms of Lesotho's key overseas markets, increase in arrivals from 2018 to 2019 was particularly observed from USA, China and the UK. Overseas markets that exhibited a growth are, China (0.18 percent), UK (0.08 percent) and USA while Netherlands (-0.06) and Germany (-0.05) respectively displayed a decline for the

period under review.



2.3.4. Top five Regional Markets for Lesotho

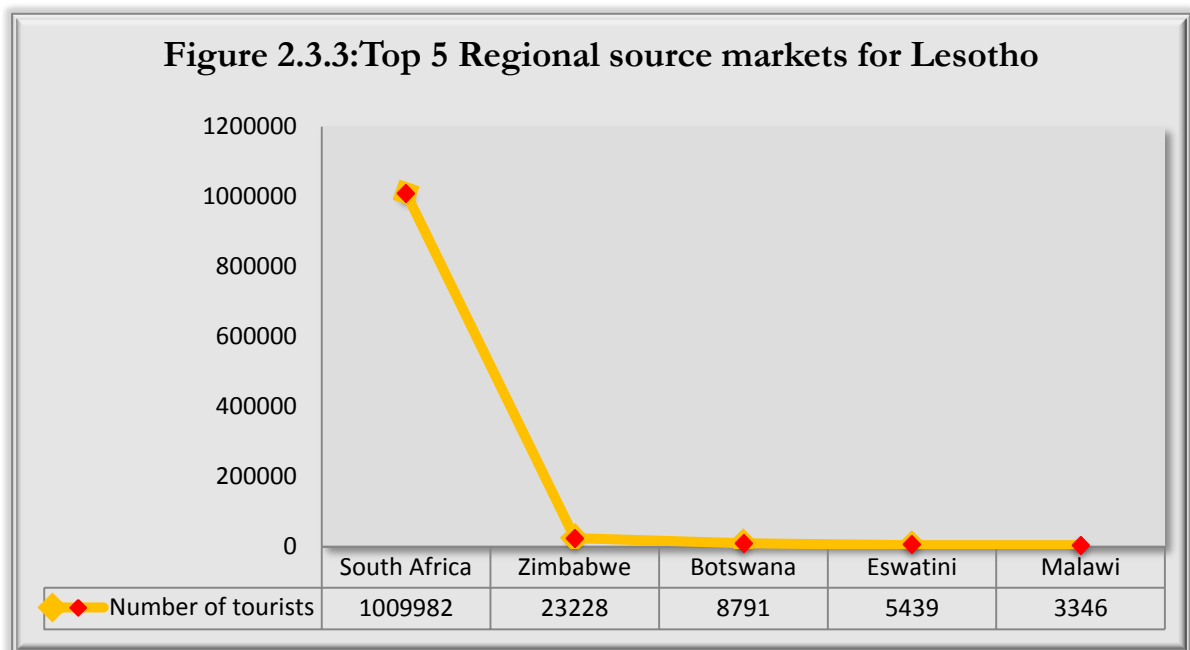


Figure 2.3.4 shows the rankings of the top 5 regional markets. South Africa (1,009,982) was the key regional market followed by Zimbabwe (23228), Botswana (8791), Eswastini (5,439) and Malawi (3,346).Collectively these markets

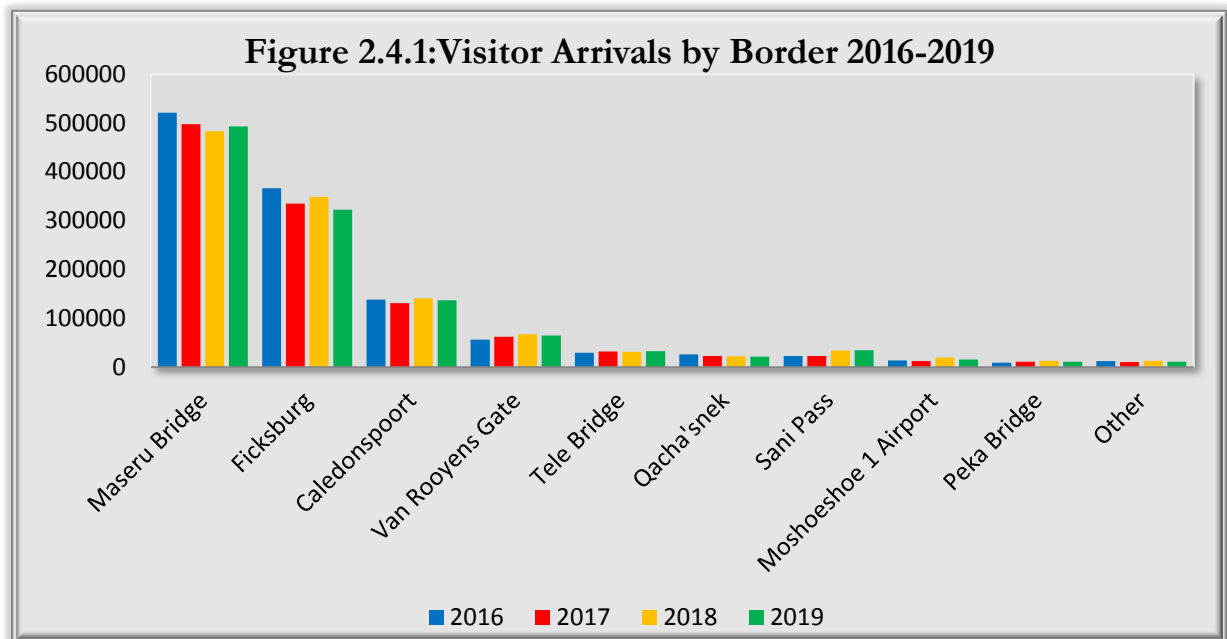
accounted for 92 percent of the total arrivals which translate to 1,050,786 international arrivals.

2.3.5. Top 10 markets growth change

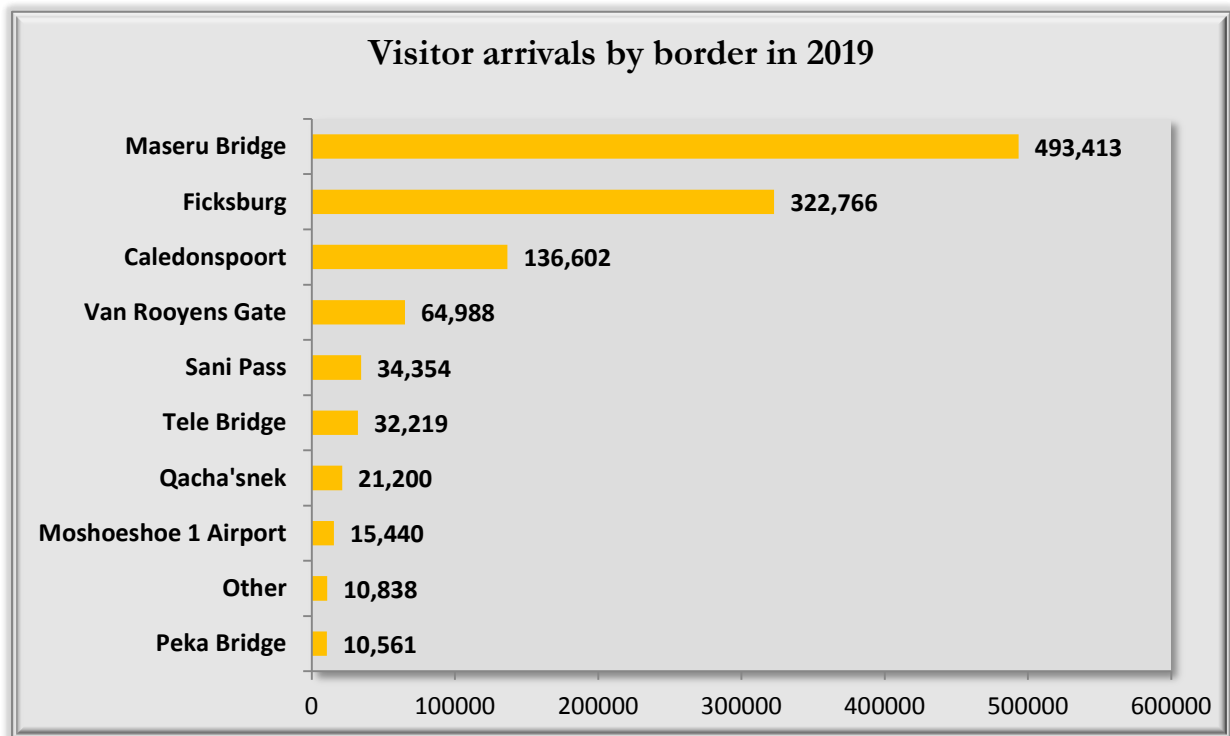


From the above figure it is evident that from the top 10 markets South Africa posted the highest decline (-4.4 percent) while Zimbabwe displayed the highest growth rate (+0.27 percent) during the year under review. Similar to South Africa the figure above also demonstrates that Netherlands and Germany also exhibited a decline, though slight, from the figure it is clear that both markets decreased by -0.06 percent and -0.05 percent respectively. Furthermore, it is apparent that South Africa, Netherlands and Germany are the only markets that experienced a decline while the rest of the top 10 markets grew, although marginally; all exhibiting a growth of less than 0.30 percent. Being the fastest growing market in 2019, Zimbabwe (0.27 percent), was followed by Botswana (0.18 percent), China (0.18 percent) India (0.13 percent) UK(0.08 percent), Swaziland(0.05) and USA(0.05) respectively.

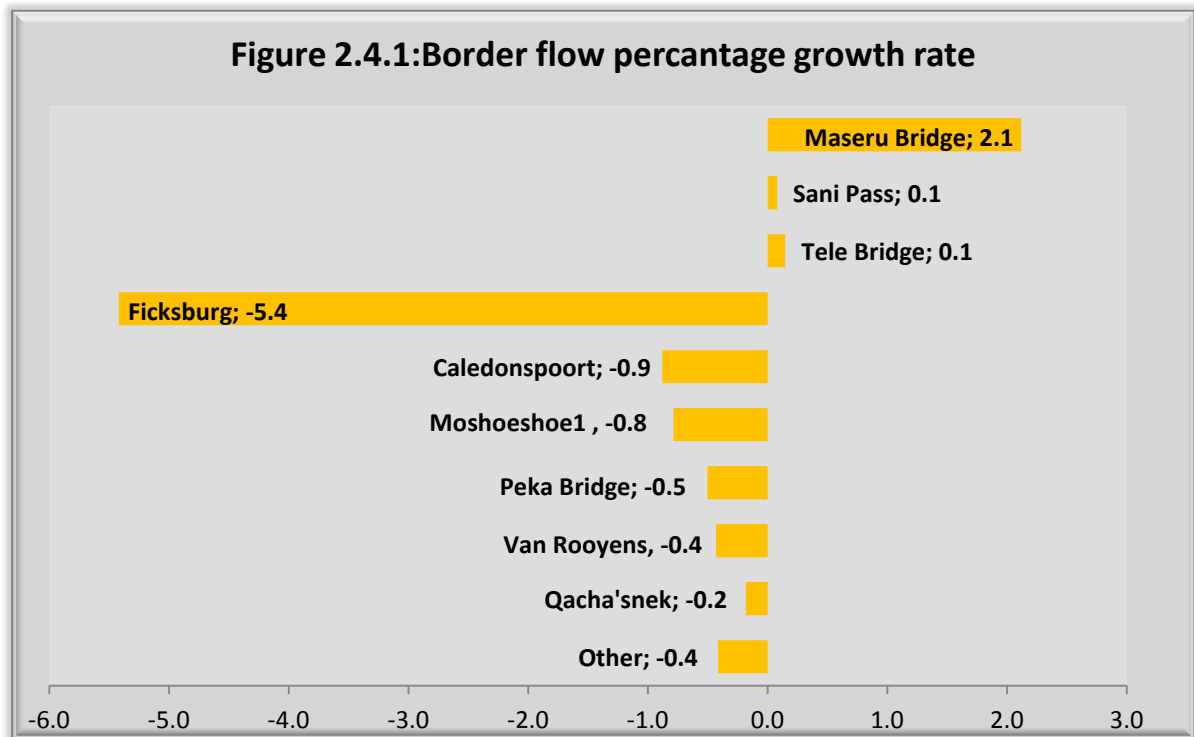
2.4. Visitor Arrivals by Border



2.4.1 Visitor Arrivals by Border



2.4.2. Border Flow percent Growth Rate (2018/2019)



From the figures above it is observed that for the past four years Maseru persisted as the key port of entry and accounted for a substantially greater share of the international arrivals. In 2019, the arrivals at Maseru Bridge experienced a growth, up by 2.1 percent increasing the total number of arrivals from 483,175 to 493,413 which translates into 10,238 more arrivals. Analysing visitor movements further, most of the border posts with the exception of Maseru (+2.1 percent) Tele (+0.1) and Sani(+0.1) experienced a decline in visitor movement flows; the highest decreases were seen from arrivals that came in through Maputsoe bridge down by -5.4 percent where arrivals decreased from 348,943 to 322,766 arrivals. However on a more positive note, Sani grew from 33,969 to 34,354 which was 385 arrivals more arrivals while Tele grew from 31,500 to 32,219 which translated to 715 more arrivals. From figure 2.4.2 it is evident that Maputsoe Bridge (322,766) and Caledonspoort (134,602) survived their position as the second and third busiest borders respectively.

2.5. Arrivals by Region by Year

Continent	2015	2016	2017	2018	2019	% Change			
						19/18	18/17	17/16	15/16
Africa	1,019,127	1,131,514	106,0842	1,103,966	1,064,147	-3.61	4.1	-6.2	11.0
Asia	22,295	20,797	28,698	21,555	28,712	0.65	-24.9	38.0	-6.7
Australasia & Oceania	1,077	959	893	779	953	0.02	-12.8	-6.9	-11.0
Europe	27,706	30,817	35,353	34,983	35,566	0.05	-1.0	14.7	11.2
N.America	10,861	11,454	9,093	10,174	10,622	0.04	11.9	-20.6	5.5
S.America	784	173	1,320	540	638	0.01	-59.1	663.0	-77.9
Unknown	553	500	967	651	1,743	0.10	-32.7	93.4	-9.6
Total	1,082,403	1,196,214	1,137,166	1,172,648	1,142,381	-2.6	3.1	-4.9	10.5

2.5.1. Arrivals by Region by Year

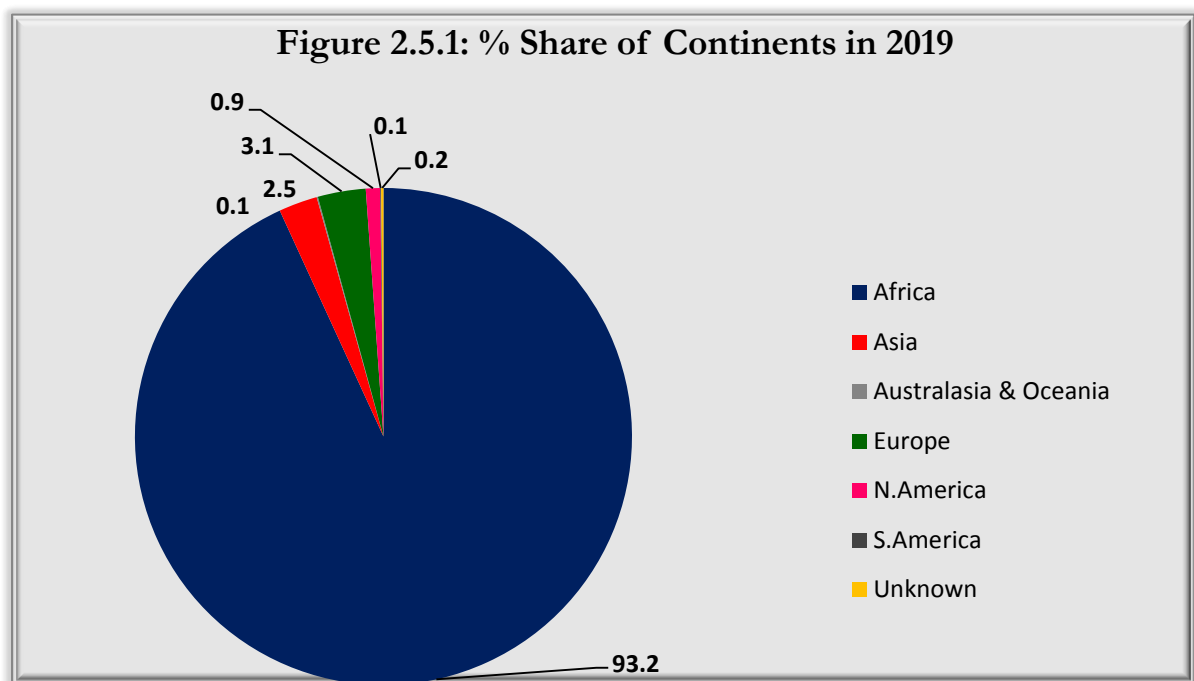
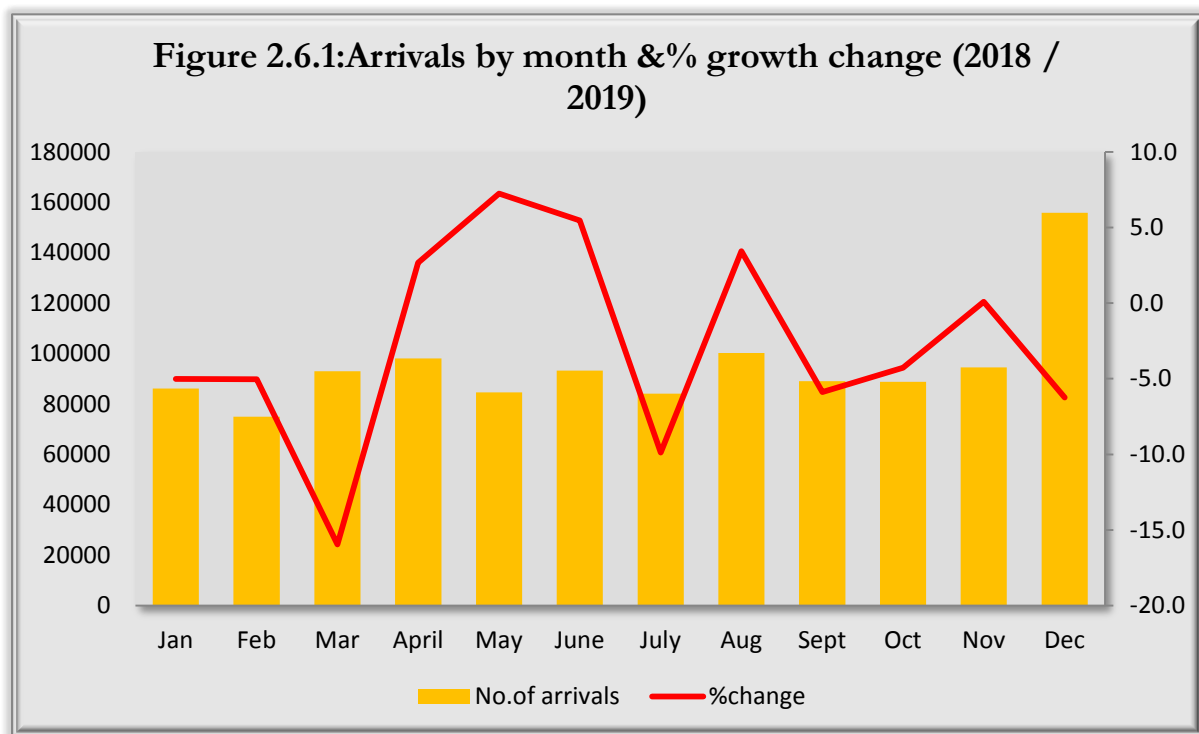


Figure 2.5 and Figure 2.5.1 compares tourist arrivals by region for the past four years and also depicts the arrivals share by continents for the period under review. Asia (+0.65) percent followed by Europe (+0.05) percent, North America (+0.04) Australasia and Oceania (+0.02) and South America (+0.01) all grew and recorded increases in international arrivals with the exception of Africa compared to 2018. Although Africa was the only continent that recorded a decrease (-3.6) in arrivals, it

still remains the main source of international arrivals to the Lesotho. During the period under review, Africa accounted for 93.7 percent which translated to 1,064,147 arrivals. From the analysis, it is clear that Africa’s decline was driven by a decline of arrivals from South Africa (45,451 arrivals). In comparison to other regions, although its market share is still relatively low, Europe secured 2nd position followed by Asia with 35,566 and 28,712 arrivals respectively.

2.6. Seasonality of Arrivals Traffic



The figure above illustrates a breakdown of international arrivals by month as well as the monthly percentage growth between 2018 and 2019. From the figure above it is evident that December (155,892) was the peak month whereas February (74,945) was a seriously low season. In comparison to the previous year, 2019 saw the highest growth rates take place during the months of May (7.2 percent) and June (5.5 percent) with 6,572 and 2,425 more arrivals respectively. From the above figure it is also noticeable that there were dips in March (-16 percent) and July (-9.9

percent) with 14,486 and 8,964 less arrivals respectively. Although December was the month that recorded the largest number of arrivals (155,892) it was also one of the months that experienced a seriously low dip compared to the previous year. December was down by -6.2 percent indicating that arrivals decreased by 5,660.

2.7. Arrivals by Year and Quarter

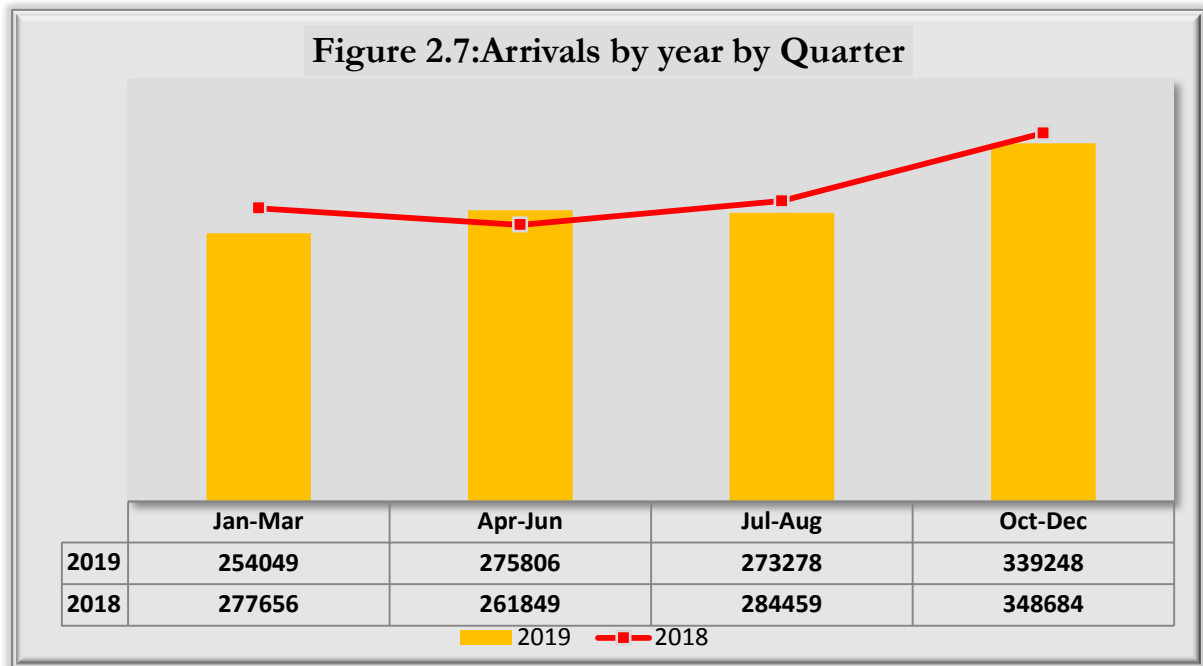


Figure 2.7 above exhibits quarterly arrivals in 2018 and 2019. In comparison to the previous year, April to June 2019 recorded the highest percentage growth in arrivals up by 5.3 percent translating to 13,597 arrivals more while Jan to Mar 2019 recorded 254,049 arrivals; a substantial decline down by -8.5 percent, a decrease of 23,607 arrivals. Furthermore, the graph depicts that Jan to March 2019 recorded the lowest number of arrivals (254,049) while October to December (339,248) recorded the highest number of arrivals.



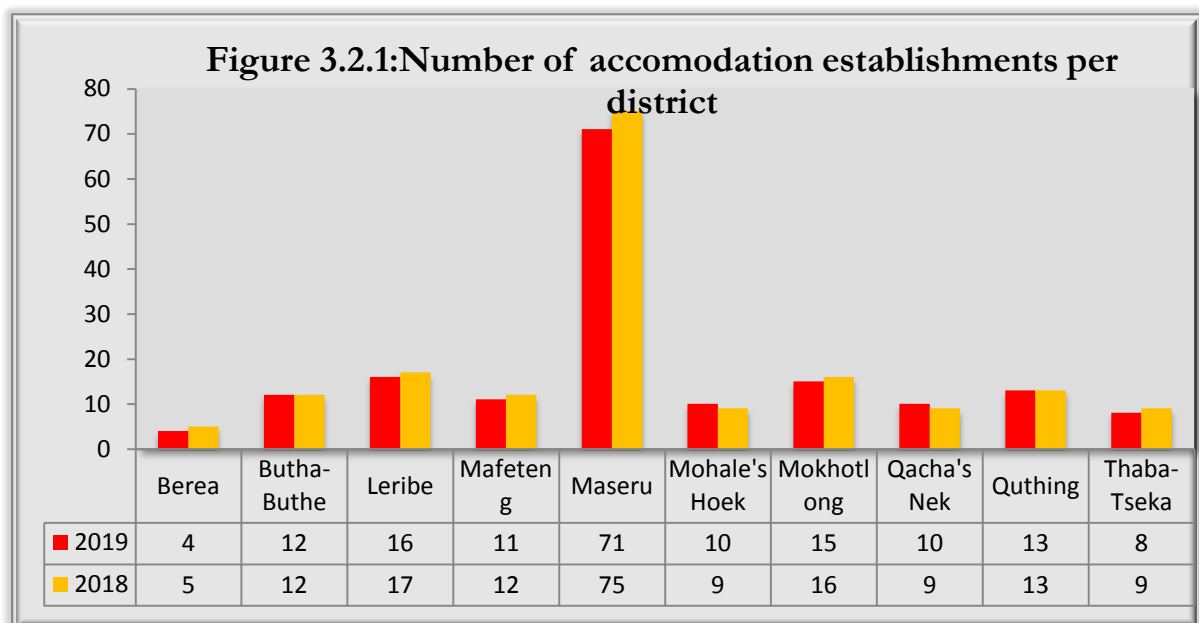
3.1. TRACKING ACCOMMODATING DEMAND

This section of the report will provide a summary of the accommodation sub-sector in the Tourism Industry. It comprises of Hotels, Lodges, Guest Houses and Bed & Breakfasts’.



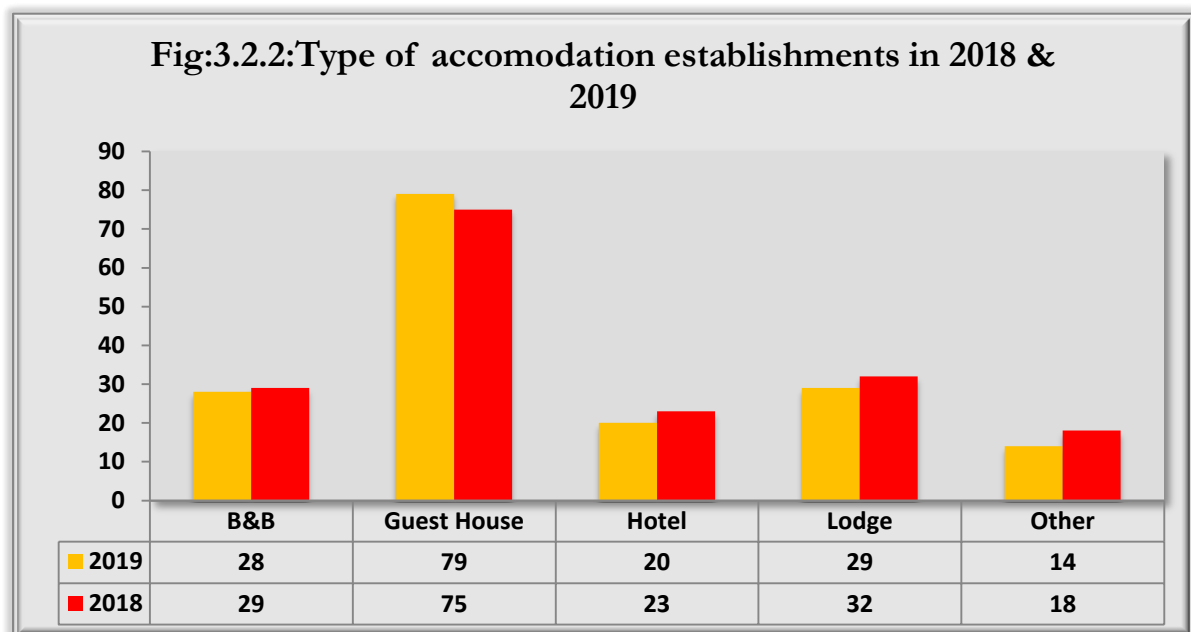
3.2. ACCOMMODATION TYPE

Figure 3.2.1 Number of Accommodation Establishments per District



The figure above illustrates the distribution of establishments across the country. In comparison to 2018, in 2019, Maseru, the capital city was still leading with 71 establishments followed by Leribe (16 establishments) and Mokhotlong (15 establishments) respectively. From the figure above it is clear that 2019 saw a decrease of 7 establishments. Declines in the number of establishments in 2019 compared to the previous year were observed in Maseru (-4), Berea (-1), Mafeteng (-1), Mokhotlong (-1), and Thaba-Tseka (-1) respectively while the number of establishments in Mohale’s Hoek (+1) and Qacha’s Nek (+1) boasted 1 more establishment each. Similar to last year, Butha-Buthe (12) and Quthing(13) remained the same during both years.

Figure 3.2.2: Number by Type of Accommodation Establishments

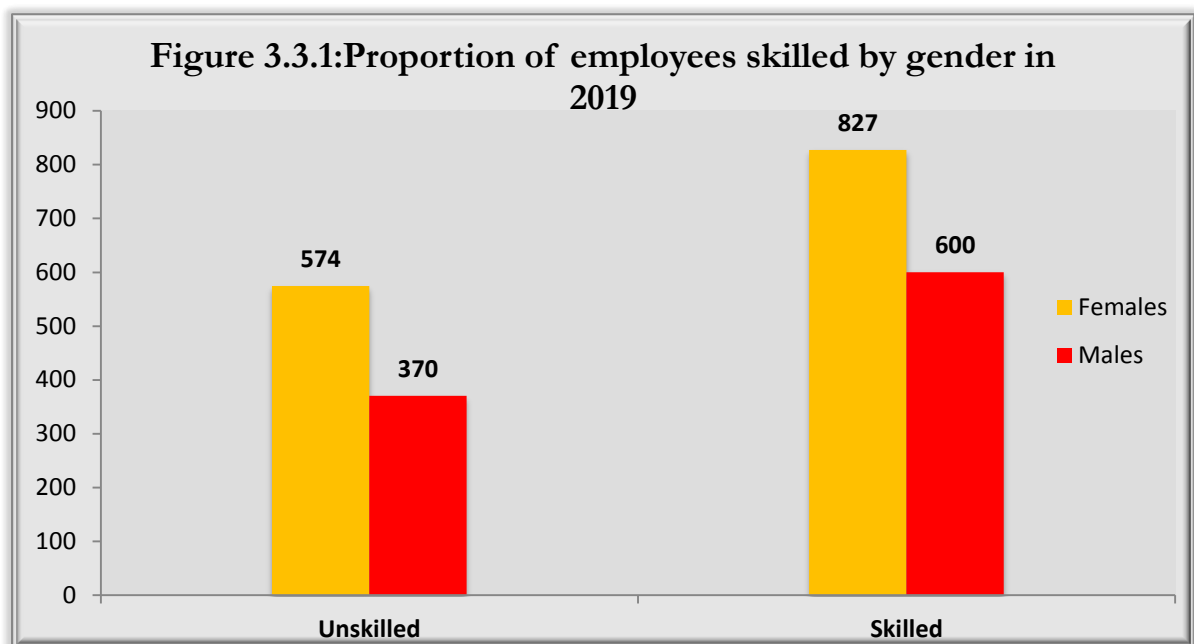


The figure above illustrates the different categories of accommodation establishments in Lesotho in both 2018 and 2019. Similar to 2018 the above figure demonstrates that the highest proportion of accommodation establishments in 2019 fell under Guest houses (79). Furthermore the figure demonstrates that in 2019 the number of guest houses increased, up by 4 establishments. Similar to 2018, in 2019 Bed and Breakfasts’ were overtaken by Lodges from being the

second largest accommodation segment in the sector to being the third. More over, the figure illustrates that the total number of guest houses (79) and Lodges (29) increased by 4 establishments and decreased by 3 establishments respectively. Generally from the figure it evident that in comparison to 2019 the number of establishments in the different categories decreased with the exception of Guest houses.

3.3. EMPLOYMENT BY GENDER

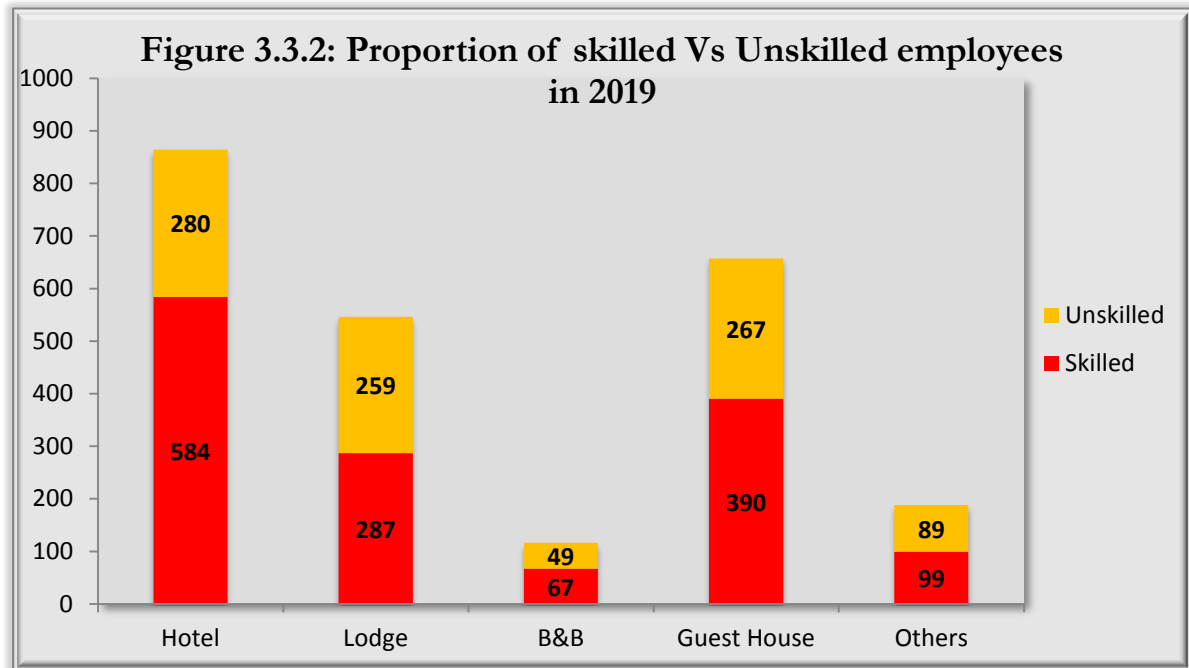
Figure 3.3.1: Proportion of employees’ skills by gender in 2019



Employment in the accommodation sub-sector is distributed in a similar way as the previous year. It is more skewed more towards females than males. The proportion of females constituted 59 percent while males constituted 41 percent. From the analysis it is evident that there hasn’t been any change in the structure of employment; the sub sector still employs more females than males and skilled employees are still predominantly female(58 percent) as opposed to males(42 percent). Furthermore the proportions of skilled and unskilled employees constituted 61 percent and 39 percent respectively. In comparison to the previous year where skilled employees constituted 54 percent and unskilled constituted 46

percent, a percentage growth of 7 percent was seen amongst skilled employees in 2019.

Figure 3.3.2: Proportion of employees by skills by type of accommodation

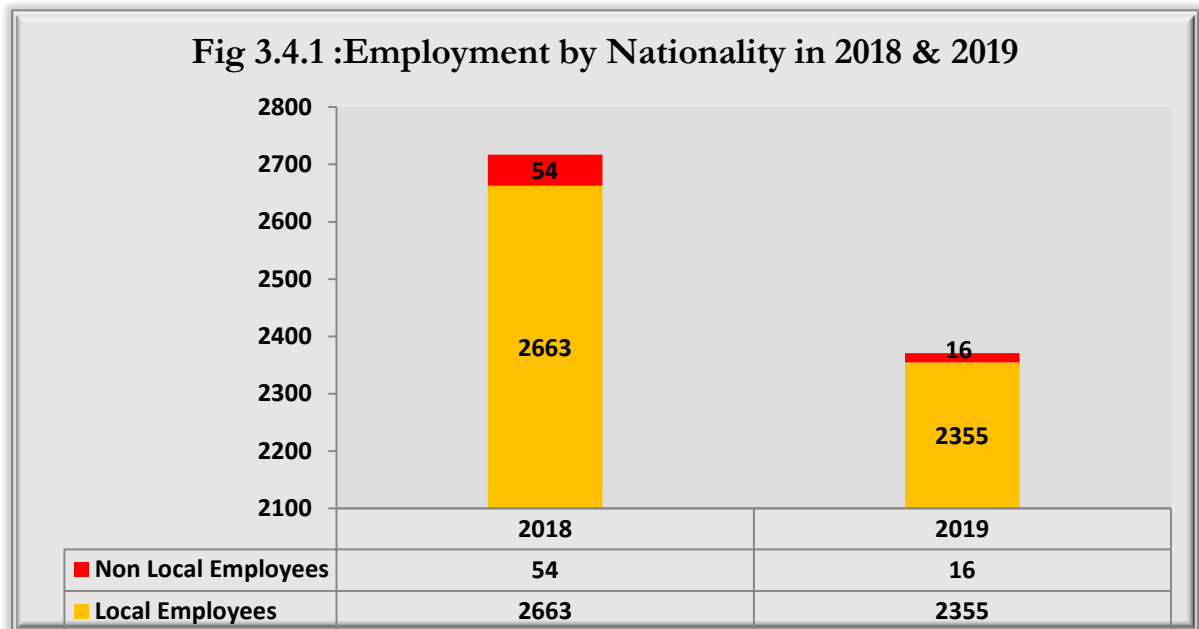


From the above figure is visible that Hotels have the largest proportion of skilled employees (41.0 percent), followed by Guest Houses (27.3 percent) and Lodges (20.1 percent) respectively. Furthermore it is apparent that while all accommodation provides employment, hotels are the biggest employer hiring 36.4 percent of the total employees in this sub sector which is a total of 864 employees. Following hotels, guest houses (28 percent) and lodges (23 percent) accounted for 657 and 546 employees respectively. Further analysis states that the total number of employees employed in the accommodation sub-sector was 2,371, a slight decrease (-13 percent) against the previous year.



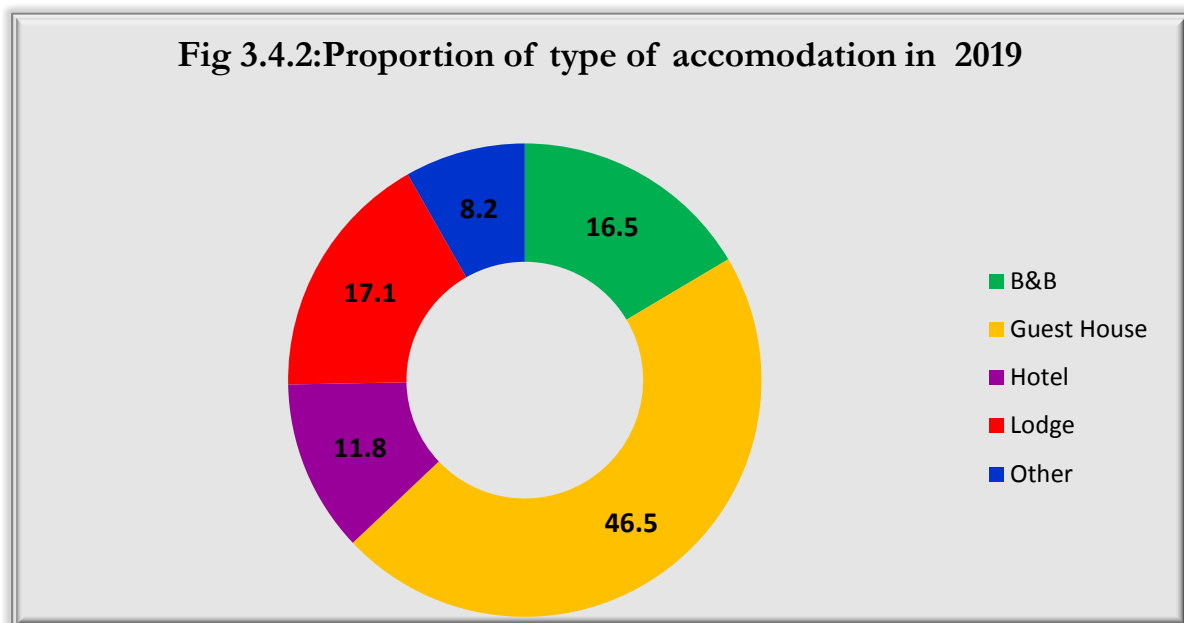
3.4. EMPLOYMENT IN THE ACCOMODATION SUB-SECTOR

Figure3.4.1: Employment by type of nationality in 2018 & 2019



The above figure illustrates that during both years the majority of employees that were employed in the accommodation sub-sector were locals. In 2019 local employees constituted 99 percent (2,355 employees) while local ones constituted only 1 percent (16 employees). The figure further reveals that the number of the total number of employees declined in 2019 when compared to 2018. The total number of people directly employed in the accommodation sub-sector amounted to 2,371 in 2019, which was a decrease of -17 per cent against the previous year (2,717).

Figure: 3.4.2: Proportion of type of accommodation



The type of accommodation facilities that proved to be popular among visitors in 2019 were the same as the previous year. Guesthouses proved to be the most popular and comprised 46.5 percent, Lodges came second with 17.1 percent, B&Bs came third with 16.5 percent and Hotels were the least popular with (11.8 percent).



3.5. ACCOMMODATION ESTABLISHMENT CAPACITY

Figure 3.5.1: Number of rooms by type of establishment

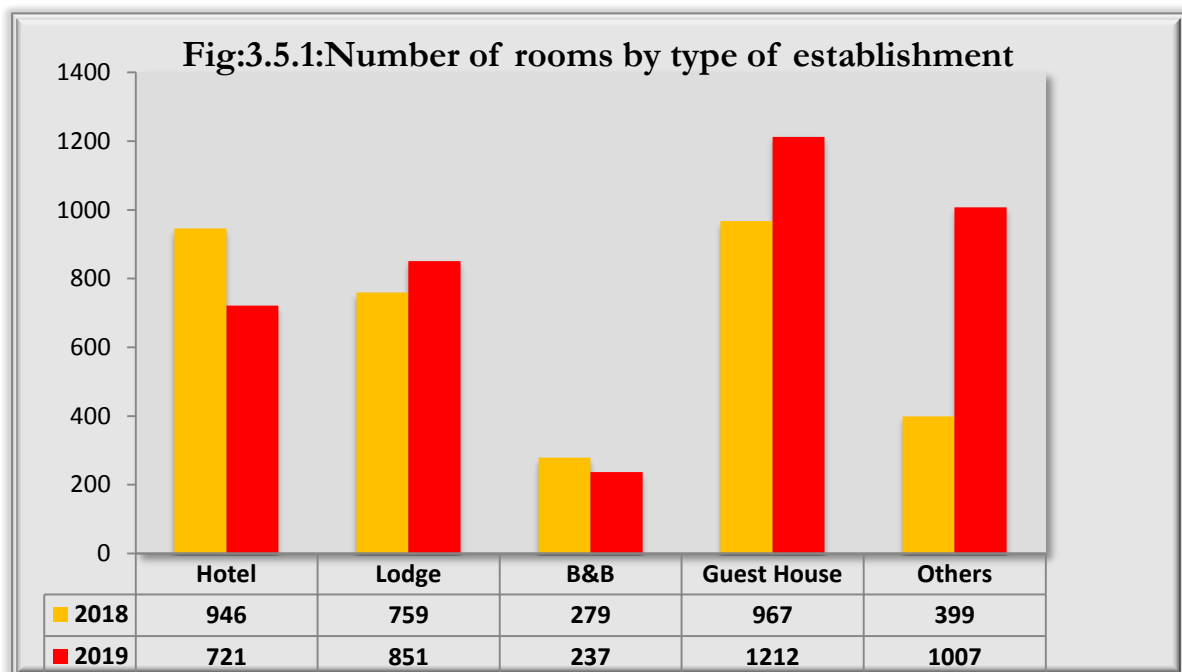
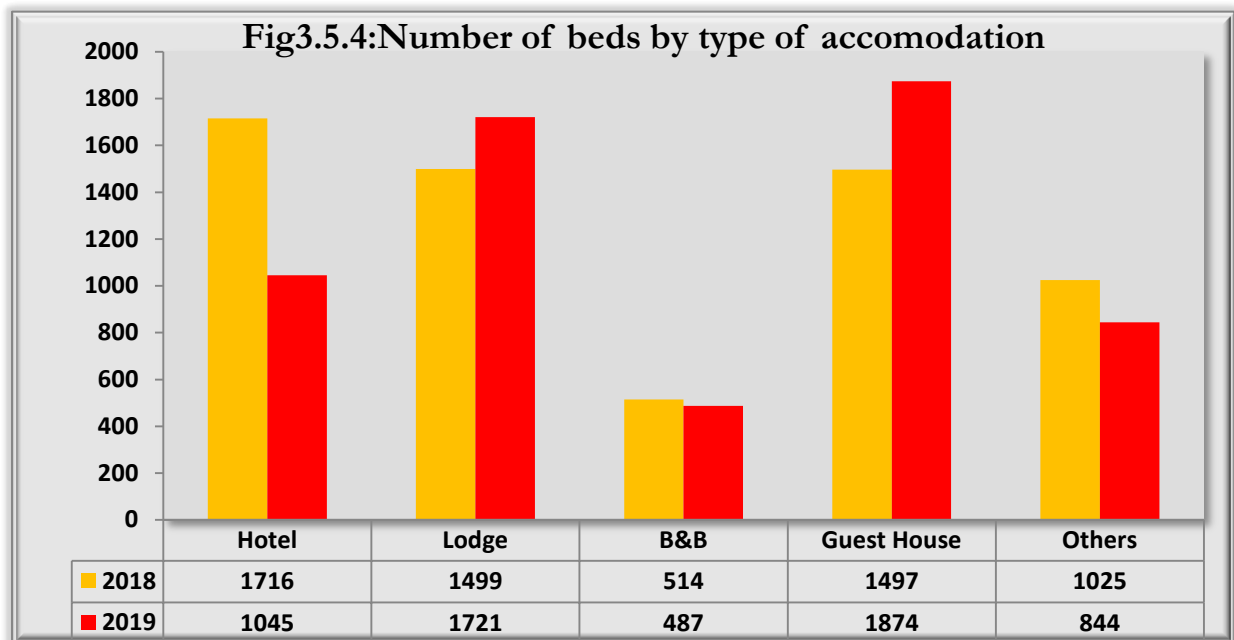


Fig 3.5.1: Number of rooms by type of accommodation

The figure above demonstrates a comparison of the number of rooms by type of establishment in both 2018 and 2019. Similar to the previous year where guest houses accounted for the highest proportion (29 percent) and the largest number of rooms (967), 2019 reveals that guest houses still continued to lead with a major proportion of 30 percent which translated to 1,212 rooms. The total room number in 2019 was 4,028, up from 3,350 in 2018. In comparison to 2018 the increase was substantial, up by 17 percent which is a total of 678 rooms more.

Figure 3.5.4: Number of beds by type of accommodation

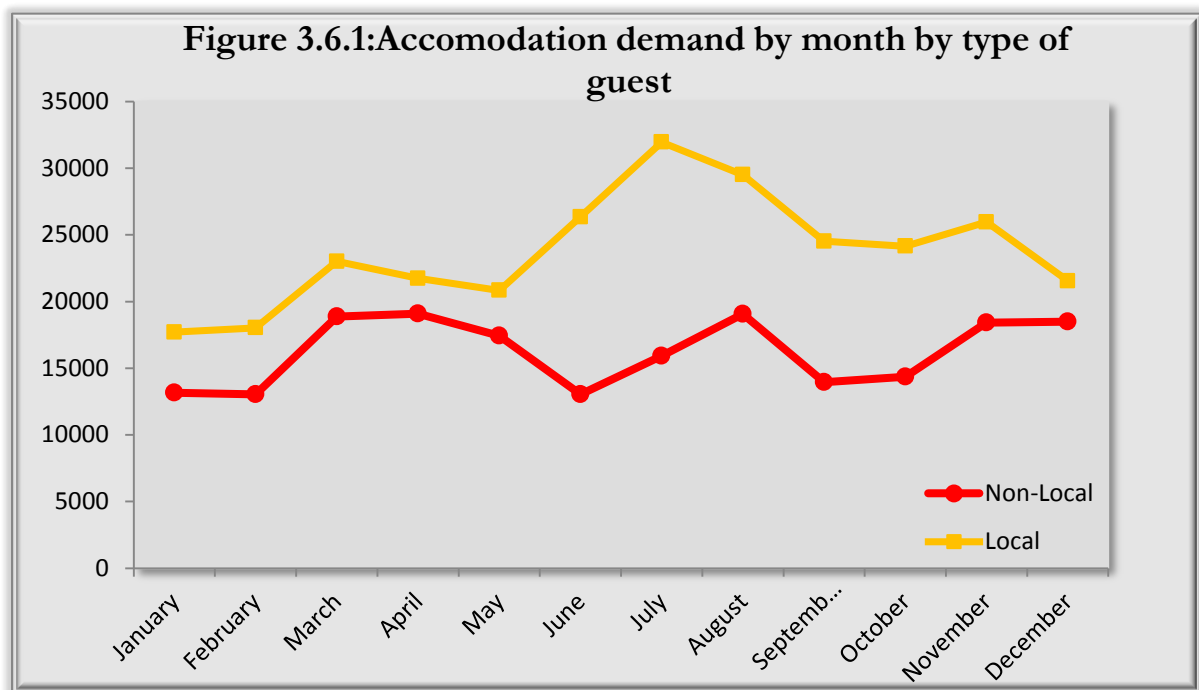


In 2019, the accommodation sub-sector recorded a total of 5,971 beds, a decline of -4.7 percent (280 beds) from a record of 6,251 beds in 2018. Furthermore Guest houses reported the highest number of beds (1, 874) while Bed & Breakfasts' reported the least number of beds(487).

3.6. ACCOMMODATION DEMAND

The figure below illustrates accommodation demand by type of guests. The number of local arrivals that use accommodation facilities is always more than the number of international arrivals throughout the year. The number of local arrivals declined in April and October while the number of international arrivals was steady throughout the year. A marginal increase of both local and international arrivals was seen in December.

Figure 3.6.1: Accommodation demand by months by type of guest



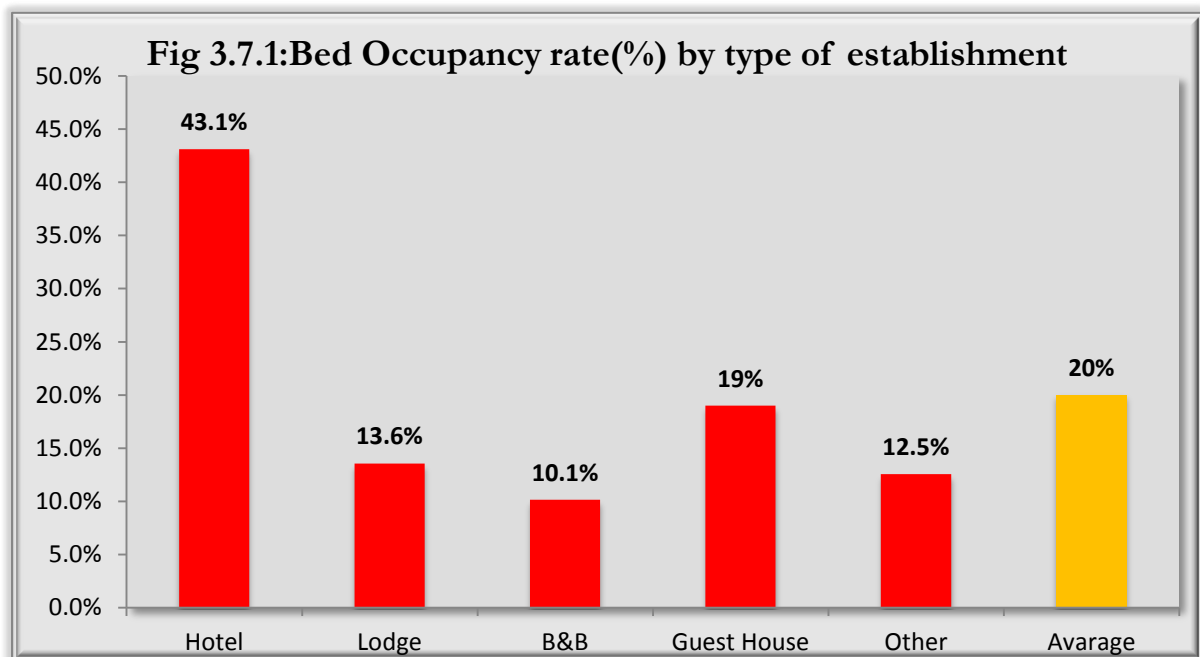
The figure above depicts accommodation demand by month by type of guest. The total number of visitors; local and non-locals that used accommodation establishments in 2019 was 285,360 and 194,876 respectively. Local visitors constituted 59 percent (285,360) while non-locals constituted 41 percent (194,876). The figure illustrates that local and non-local visitor arrivals peaked in July (31,958) and August (19,070) respectively while dips for locals and non-locals were seen in January (17,711) and June (13,040) respectively.

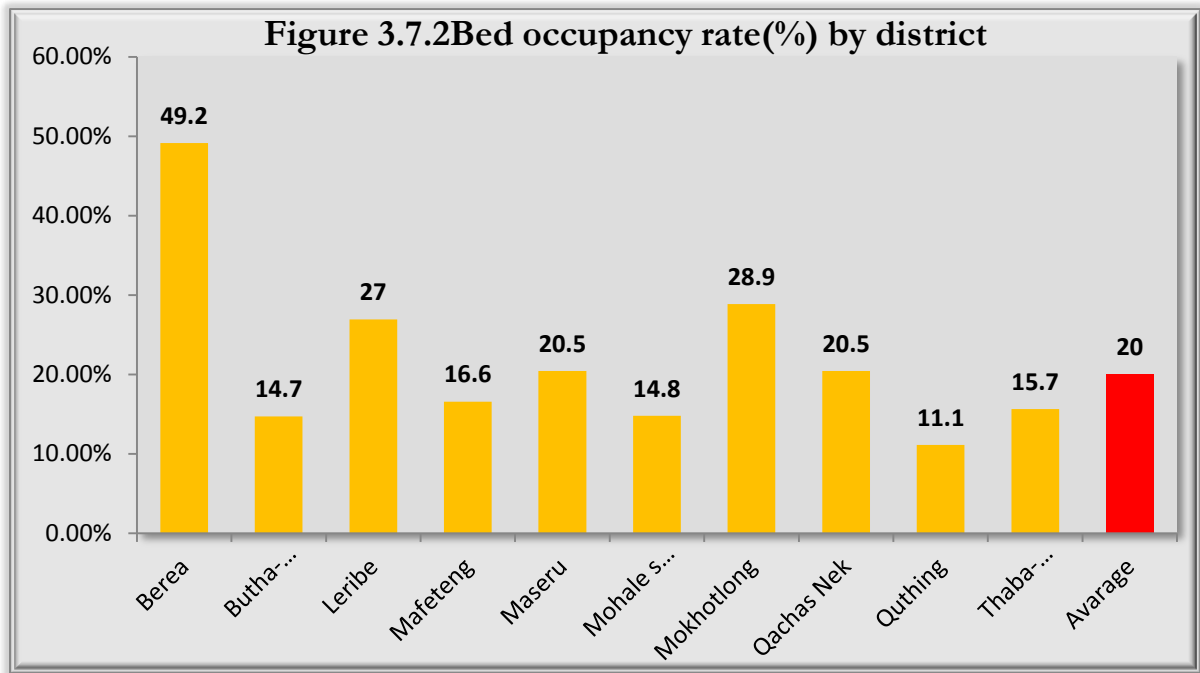
3.7. BED OCCUPANCY

Table1: Bed Occupancy Rate 2019

Bed Occupancy Rate 2019						
	Hotel	Lodge	B&B	Guest House	Other	Total
Berea	68.61%	0.00%	11.93%	19.54%	0.00%	49.17%
Butha-Buthe	0.00%	7.20%	8.72%	17.52%	15.58%	14.73%
Leribe	66.62%	22.54%	20.16%	21.71%	0.00%	26.95%
Mafeteng	11.76%	22.17%	4.13%	19.25%	0.00%	16.58%
Maseru	44.61%	11.71%	9.42%	17.36%	13.09%	20.46%
Mohale s Hoek	23.99%	11.20%	11.35%	17.33%	5.66%	14.79%
Mokhotlong	47.44%	5.54%	61.13%	38.49%	5.54%	28.87%
Qachas Nek	59.50%	2.01%	51.92%	14.86%	7.70%	20.46%
Quthing	9.51%	0.43%	6.92%	16.01%	4.82%	11.12%
Thaba-Tseka	4.73%	13.25%	8.57%	27.88%	0.00%	15.65%
Total	43.10%	13.55%	10.14%	18.98%	12.54%	20.01%

Hotels had the highest bed occupancy rate (43.1 percent) followed Guest Houses (18.9 percent), Lodges (13.6 percent) and B&Bs (10.1 percent) respectively. Accommodation establishments in Berea combined observed the highest occupancy rate (49.17 percent) while accommodation establishments in Quthing (11.1 percent) combined had the lowest occupancy rate. In comparison to 2019, the overall occupancy rate was 20 percent, a slight increase of 0.2 percent compared to the previous year.





3.8. REVENUE

The total revenue for 2019 was 414 million where most of the revenue was accrued from accommodation bookings (54 percent) followed by food & beverages (33 percent) while the rest was accrued from other goods and services (13 percent.)

Figure 3.8.1: Revenue in millions (Maloti)

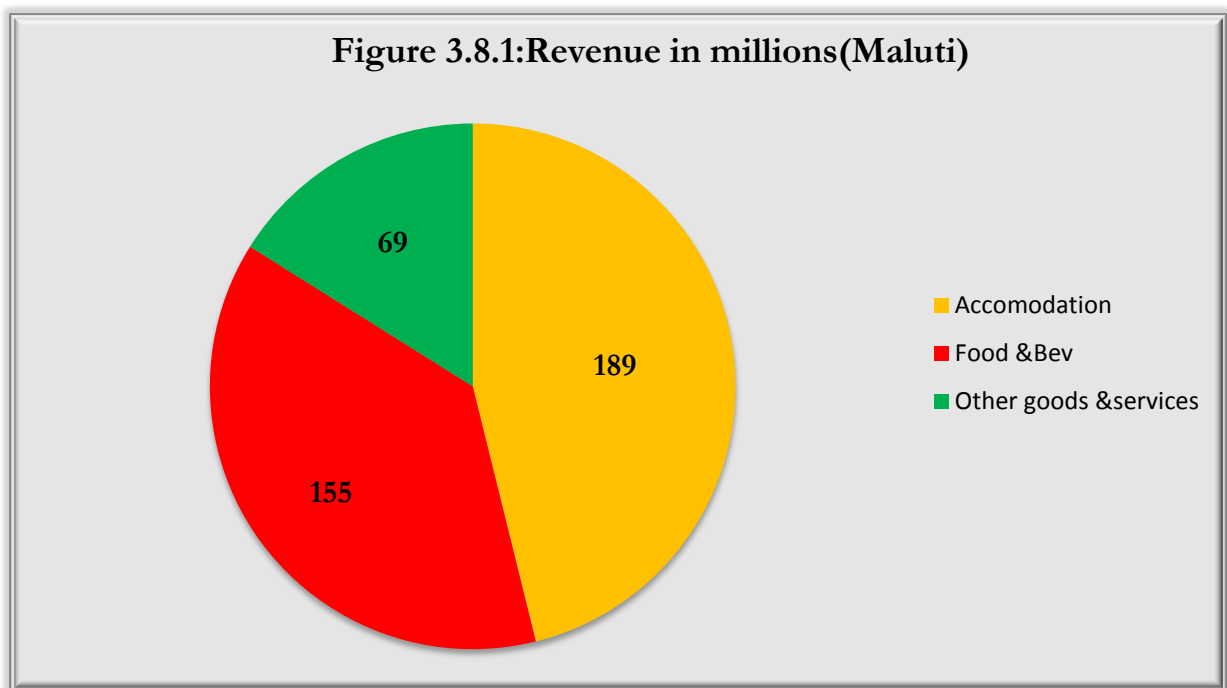
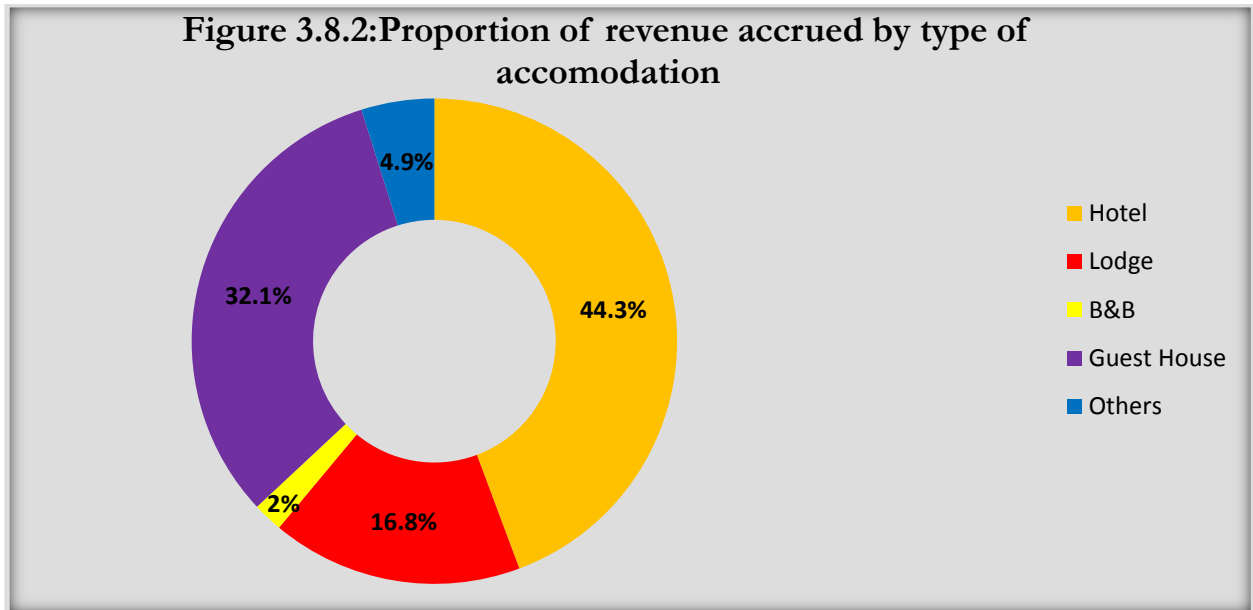


Figure 3.8.2: Proportion of total revenue accrued by type of accommodation





4. CONCLUSION

In conclusion, this report demonstrates that the international arrivals decreased slightly in 2019. A total of 1,142,381 international arrivals entered Lesotho presenting an increase of -2.6 percent from the previous year's arrivals of 1,172,648.

The report also demonstrates that the distribution of tourists by region of residence followed a similar pattern as shown in the last four years where Lesotho's regional markets continued to drive its international arrivals. Results further go on to show that due to the fact that Lesotho is still heavily reliant on its neighboring country South Africa, a substantial decrease in arrivals from South Africa has caused this decline.

While employment has also declined marginally in the accommodation sector, Lesotho still contributed positively towards the economy by employing local people. A huge improvement was also seen where most the employees were now skilled versus unskilled.

Overall the sector performed fairly well though there was a slight decline in the number of arrivals. Revenue accrued by accommodation establishments recorded M414 million, a slight decline compared to the previous year. This decline could possibly be caused by the COVID 19 disease that instilled fear amongst South Africans and discouraged them to travel. In conclusion, we believe that efforts to market Lesotho's accommodation establishments aggressively and offer competitive services and prices should still be prioritized. Employment, market share and increase tourism GDP contribution should be key in the development of Lesotho's tourism products such that it brings better lives to its citizens.



ANNEX

Market	2019
South Africa	1009982
Zimbabwe	23228
USA	9239
Germany	8957
Botswana	8791
Netherlands	8177
China	7971
UK	5724
Eswatini	5439
India	4950
Others	49923
Total	1,142,381

2015	2016	2017	2018	2019	% Change				
					19/18	18/17	16/17	15/16	14/15
1,082,403	1,196,214	1,137,166	1,172,648	1,142,381	-2.6	3.1	-4.9	10.5	0.4

Market	2016	2017	2018	2019	% Change		
					19/18	18/17	17/16
South Africa	1,081,227	1,009,856	1,056,433	1,009,982	-4.4	4.6	-6.6
Zimbabwe	20,835	20,991	20,407	23,228	0.27	-2.8	0.7
China	6,878	7,830	6,099	7,971	0.18	-22.1	13.8
USA	10,026	8,589	8,732	9,239	0.05	1.7	-14.3
Botswana	8,972	7,513	6,916	8,791	0.18	-7.9	-16.3
UK	4,970	5,554	4,880	5,724	0.08	-12.1	11.8
India	4,389	4,745	3,614	4,950	0.13	-23.8	8.1
Netherlands	7,856	9,275	8,840	8,177	-0.06	-4.7	18.1
Germany	7,955	8,913	9,477	8,957	-0.05	6.3	12.0
Swaziland	5,006	3,930	4,897	5,439	0.05	24.6	-21.5
Other	38,100	49,970	42,353	49,923	0.72	-15.2	31.2
Total	1,196,214	1,137,166	1,172,648	1,142,381	-2.6	3.1	-4.9

Month	2016	2017	2018	2019	% Change		
					19/18	18/17	16/17
Jan	90,479	85,266	90,718	86,163	-5.02	6.4	-5.8
Feb	80,698	76,216	79,511	74,945	-5.03	4.3	-5.6
Mar	113,939	89,838	107,427	92,941	-16.0	19.6	-21.2
April	93,200	110,393	95,600	98,025	2.67	-13.4	18.4
May	86,577	80,579	78,033	84,605	7.24	-3.2	-6.9
June	90,473	83,241	88,216	93,176	5.47	6.0	-8.0
July	96,732	97,207	93,025	84,061	-9.88	-4.3	0.5
Aug	98,014	86,000	97,057	100,169	3.43	12.9	-12.3
Sept	94,185	93,902	94,377	89,048	-5.87	0.5	-0.3
Oct	98,777	90,356	92,691	88,824	-4.26	2.6	-8.5
Nov	95,123	90,614	94,441	94,532	0.10	4.2	-4.7
Dec	158,017	153,554	161,552	155,892	-6.24	5.2	-2.8
Total	1,196,214	1,137,166	1,172,648	1,142,381	-2.6	3.1	-4.9

Quarter	2016	2017	2018	2019	% Change		
					19/18	18/17	16/17
Jan-Mar	285,116	251,320	277,656	254,049	-8.5	10.5	-11.9
Apr-Jun	270,250	274,213	261,849	275,806	5.3	-4.5	1.5
Jul-Aug	288,931	277,109	284,459	273,278	-3.9	2.7	-4.1
Oct-Dec	351,917	334,524	348,684	339,248	-2.7	4.2	-4.9
Total	1,196,214	1,137,166	1,172,648	1,142,381	-2.6	3.1	-4.9

Continent	2017	2018	2019	%Change	
				19/18	18/17
Africa	106,0842	1,103,966	1,064,147	-3.61	4.1
Asia	28,698	21,555	28,712	0.65	-24.9
Australasia & Oceania	893	779	953	0.02	-12.8
Europe	35,353	34,983	35,566	0.05	-1.0
N.America	9,093	10,174	10,622	0.04	11.9
S.America	1,320	540	638	0.01	-59.1
Unknown	967	651	1,743	0.10	-32.7
Total	1,137,166	1,172,648	1,142,381	-2.6	3.1

Continent	Percentage Share					2019
	2014	2015	2016	2017	2018	
Africa	94.4	94.2	94.6	93.3	94.1	93.2
Asia	2.3	2.1	1.7	2.5	1.8	2.5
Australasia & Oceania	0.1	0.1	0.1	0.1	0.1	0.1
Europe	2.2	2.6	2.6	3.1	3.0	3.1
N.America	0.9	1.0	1.0	0.8	0.9	0.9
S.America	0.1	0.1	0.01	0.1	0.0	0.1
Unknown	0.0	0.1	0.04	0.1	0.1	0.2
Total	100	100	100	100	100	100

Port	2017	2018	2019	% Change	
				19/18	18/17
Maseru Bridge	497,761	483,175	493,413	2.1	-2.9
Ficksburg	335,063	348,943	322,766	-5.4	4.1
Caledonspoort	130,786	140,849	136,602	-0.9	7.7
Van Rooyens Gate	62,398	67,068	64,988	-0.4	7.5
Tele Bridge	32,137	31,500	32,219	0.1	-2.0
Qacha'snek	22,833	22,074	21,200	-0.2	-3.3
Sani Pass	23,013	33,969	34,354	0.1	47.6
Moshoeshoe 1 Airport	12,090	19,237	15,440	-0.8	59.1
Peka Bridge	10,602	12,989	10,561	-0.5	22.5
Other	10,483	12,844	10,838	-0.4	22.5
Total	1,137,166	1,172,648	1,142,381	-2.6	3.1

Employment Local Total 2019						
District	Hotel	Lodge	B&B	Guest House	Other	Total
Berea	117	0	6	26	0	149
Butha-Buthe	38	17	17	21	83	176
Leribe	72	171	6	82	22	353
Mafeteng	47	36	12	26	6	127
Maseru	418	277	49	327	26	1097
Mohale's Hoek	70	12	0	27	5	114
Mokhotlong	42	7	3	32	16	100
Qacha's Nek	40	4	12	19	8	83
Quthing	13	0	4	56	13	86
Thaba-Tseka	0	19	7	41	3	70
Total	857	543	116	657	182	2355

Employment Non-Local 2019						
District	B&B	Guest House	Hotel	Lodge	Other	Total
Berea	0	0	0	0	0	0
Butha-Buthe	0	0	0	0	6	6
Leribe	0	0	3	2	0	5
Mafeteng	0	0	0	0	0	0
Maseru	0	0	4	1	0	5
Mohale's Hoek	0	0	0	0	0	0
Mokhotlong	0	0	0	0	0	0
Qacha's Nek	0	0	0	0	0	0
Quthing	0	0	0		0	0
Thaba-Tseka	0	0	0	0	0	0
Total	0	0	7	3	6	16

Employment Unskilled Female 2019						
District	B&B	Guest House	Hotel	Lodge	Other	Total
Berea	1	15	25			41
Butha-Buthe	5	3	4	9	8	29
Leribe	0	13	36	44	0	93
Mafeteng	5	15	1	14	2	37
Maseru	11	68	37	78	13	207
Mohale's Hoek		8	34	0	4	46
Mokhotlong	2	13	14	3	6	38
Qacha's Nek	3	3	15	3	5	29
Quthing	3	16	6		6	31
Thaba-Tseka	1	19		0	3	23
Total	31	173	172	151	47	574

Employment Skilled Female 2019						
District	B&B	Guest House	Hotel	Lodge	Other	Total
Berea	2	5	38	0	0	45
Butha-Buthe	4	9	16	4	22	55
Leribe	4	44	11	37	7	103
Mafeteng	4	4	29	4	2	43
Maseru	20	147	187	88	2	444
Mohale's Hoek		10	11	8	1	30
Mokhotlong	1	10	18	1	1	31
Qacha's Nek	7	8	16	0	0	31
Quthing	0	16	5	0	2	23
Thaba-Tseka	3	8	0	11	0	22
Total	45	261	331	153	37	827

Employment Unskilled Males						
District	B&B	Guest House	Hotel	Lodge	Other	Total
Berea	1	4	21			26
Butha-Buthe	2	5	4	3	20	34
Leribe	2	9	21	38	0	70
Mafeteng	2	6	2	11	1	22
Maseru	10	43	31	51	8	143
Mohale's Hoek		3	20	1	0	24
Mokhotlong	0	4	2	3	7	16
Qacha's Nek	1	2	5	1	3	12
Quthing	0	8	2		3	13
Thaba-Tseka	0	10		0	0	10
Total	18	94	108	108	42	370

Employment Skilled Male 2019						
District	B&B	Guest House	Hotel	Logde	Other	Total
Berea	2	2	33			37
Butha-Buthe	6	4	14	1	39	64
Leribe	0	16	7	54	15	92
Mafeteng	1	1	15	7	1	25
Maseru	8	69	167	61	3	308
Mohale's Hoek	0	6	5	3	0	14
Mokhotlong	0	5	8	0	2	15
Qacha's Nek	1	6	4	0	0	11
Quthing	1	16	0		2	19
Thaba-Tseka	3	4		8	0	15
Total	22	129	253	134	62	600

Number of Rooms 2019						
	Hotel	Lodge	B&B	Guest House	Others	Total
Berea	50	0	11	21	0	82
Butha-Buthe	0	76	8	39	227	350
Leribe	36	124	11	160	0	331
Mafeteng	26	75	42	41	0	184
Maseru	357	437	117	614	58	1 583
Mohales Hoek	84	32	13	43	640	812
Mokhotlong	69	17	7	55	17	165
Qachas Nek	31	10	6	76	21	144
Quthing	36	16	13	115	44	224
Thaba-Tseka	32	64	9	48	0	153
Total	721	851	237	1 212	1 007	4 028

Number of beds 2019						
	Hotel	Lodge	B&B	Guest House	Others	Total
Berea	90	0	15	42	0	147
Butha-Buthe	0	147	19	75	504	745
Leribe	57	244	14	243	0	558
Mafeteng	37	175	89	76	0	377
Maseru	595	892	289	926	68	2 770
Mohales Hoek	103	70	16	71	90	350
Mokhotlong	55	37	8	78	50	228
Qachas Nek	31	20	6	86	43	186
Quthing	45	35	16	220	89	405
Thaba-Tseka	32	101	15	57	0	205
Total	1 045	1 721	487	1 874	844	5 971

Number of beds by month 2019						
	Hotel	Lodge	B&B	Guest House	Others	Total
January	1 045	1 721	487	1 874	844	5 971
February	844	1 386	531	1 554	1 162	5 477
March	947	1 443	566	1 572	334	4 862
April	1 025	1 442	718	1 874	799	5 858
May	1 204	1 416	298	2 013	1 015	5 946
June	1 155	1 278	287	1 584	973	5 277
July	1 129	1 431	258	1 782	949	5 549
August	1 161	1 276	183	1 712	929	5 261
September	1 043	1 486	251	1 663	914	5 357
October	953	1 298	462	1 516	1 070	5 299
November	833	1 380	378	1 543	957	5 091
December	968	1 035	510	1 324	964	4 801
Total	12 307	16 592	4 929	20 011	10 910	64 749

Number of beds used in 2019						
	B&B	Guest House	Hotel	Lodge	Other	Total
Berea	653	2 995	22 539	194	0	26 381
Butha-Buthe	605	4 797	2 134	3 863	28 666	40 065
Leribe	1 030	19 257	13 860	20 073	677	54 897
Mafeteng	1 341	5 340	1 588	14 161	389	22 819
Maseru	9 941	58 682	96 884	38 131	3 248	206 886
Mohale's Hoek	663	4 491	9 018	2 862	1 858	18 892
Mokhotlong	1 785	10 958	9 523	748	1 011	24 025
Qachas Nek	1 137	4 663	6 732	147	1 209	13 888
Quthing	404	12 854	1 562	55	1 566	16 441
Thaba-Tseka	469	5 801	552	4 886	0	11 708
Total	18 028	129 838	164 392	85 120	38 624	436 002

Number of guests local by month 2019						
	Hotel	Lodge	B&B	Guest House	Others	Total
January	4 609	3 626	542	7 733	1 201	17 711
February	3 859	3 679	988	8 411	1 096	18 033
March	7 155	4 652	1 202	9 493	511	23 013
April	8 443	3 835	2 084	6 586	791	21 739
May	7 678	4 068	565	6 609	1 923	20 843
June	8 579	2 654	706	8 417	5 999	26 355
July	11 332	3 927	780	7 536	8 383	31 958
August	9 873	4 717	606	8 408	5 904	29 508
September	7 040	4 971	875	10 410	1 232	24 528
October	10 099	4 597	1 127	7 695	631	24 149
November	11 322	4 228	919	8 403	1 098	25 970
December	9 305	3 081	797	7 244	1 126	21 553
Total	99 294	48 035	11 191	96 945	29 895	285 360

Number of guests Non -Local by month 2019						
	Hotel	Lodge	B&B	Guest House	Others	Total
January	5 170	3 170	675	2 771	1 386	13 172
February	4 191	3 253	1 066	3 226	1 309	13 045
March	8 287	4 607	1 071	4 716	202	18 883
April	8 324	3 605	1 139	4 377	1 640	19 085
May	11 102	1 973	536	3 562	266	17 439
June	5 258	2 876	780	3 461	665	13 040
July	6 009	5 032	572	3 851	458	15 922
August	8 088	4 149	813	5 170	850	19 070
September	2 362	5 711	702	4 950	220	13 945
October	3 299	4 651	972	4 303	1 131	14 356
November	5 868	5 370	715	5 182	1 291	18 426
December	6 775	5 218	1 200	4 619	681	18 493
Total	74 733	49 615	10 241	50 188	10 099	194 876

No. of Accomodation Establishments in 2019						
	B&B	Guest House	Hotel	Lodge	Other	Total
Berea	2		2			4
Butha-Buthe	3	3	1	3	2	12
Leribe	2	9		5		16
Mafeteng	1	5	2	2	1	11
Masseru	11	39	7	13	1	71
Mohale'sHoek	1	4	2	1	2	10
Mokhotlong	1	8	2	2	2	15
Qacha's Nek	2	2	2	2	2	10
Quthing	2	6	1		4	13
Thaba Bosiu	3	3	1	1		8
Total	28	79	20	29	14	170

Revenue Accomodation Local 2019						
	Hotel	Lodge	B&B	Guest House	Others	Total
Berea	11 563 265.00	32 200.00	357 200.00	1 467 643.00	0.00	13 420 308.00
Butha-Buthe	1 455 729.55	916 973.69	115 320.00	2 133 810.00	6 405 154.11	11 026 987.35
Leribe	6 810 970.00	4 127 533.29	185 792.00	16 734 660.79	85 461.56	27 944 417.64
Mafeteng	235 656.00	153 001.30	245 031.86	2 779 214.01	66 130.00	3 479 033.17
Maseru	30 840 159.55	15 875 667.68	1 223 993.00	13 576 589.50	761 780.81	62 278 190.54
Mohale s Hoek	9 659 009.40	550 914.00	137 700.00	2 200 863.00	194 500.00	12 742 986.40
Mokhotlong	2 468 511.55	53 661.00	258 700.00	3 571 675.00	47 802.00	6 400 349.55
Qachas Nek	4 836 466.00	11 650.00	191 960.00	1 297 558.00	158 411.00	6 496 045.00
Quthing	1 566 687.00	28 520.00	60 850.00	7 569 271.54	200 490.00	9 425 818.54
Thaba-Tseka	356 012.00	2 565 964.35	86 595.00	1 113 050.00	0.00	4 121 621.35
Total	69 792 466.05	24 316 085.31	2 863 141.86	52 444 334.84	7 919 729.48	157 335 757.54

Revenue Accomodation Non-Local 2019						
	Hotel	Lodge	B&B	Guest House	Others	Total
Berea	183 718.00	4 160.00	4 850.00	5 150.00	0.00	197 878.00
Butha-Buthe	0.00	224 867.00	28 040.00	116 170.00	1 223 448.71	1 592 525.71
Leribe	115 335.00	3 317 864.69	119 650.00	461 565.89	0.00	4 014 415.58
Mafeteng	34 307.00	1 412 198.30	20 240.50	59 575.00	0.00	1 526 320.80
Maseru	13 392 440.75	2 315 096.78	692 377.00	7 258 074.87	11 750.00	23 669 739.40
Mohales Hoek	99 227.20	13 366.00	0.00	15 000.00	0.00	127 593.20
Mokhotlong	168 292.60	12 600.00	1 900.00	337 870.00	6 560.00	527 222.60
Qachas Nek	123 200.00	0.00	14 700.00	12 350.00	23 540.00	173 790.00
Quthing	0.00	0.00	3 120.00	23 500.00	13 950.00	40 570.00
Thaba-Tseka	0.00	109 560.00	18 840.00	46 250.00	0.00	174 650.00
Total	14 116 520.55	7 409 712.77	903 717.50	8 335 505.76	1 279 248.71	32 044 705.29

Revenue Food and Bev Locals 2019						
	Hotel	Lodge	B&B	Guest House	Others	Total
Berea	13 202 834.43	23 771.00	192 297.00	456 578.00	0.00	13 875 480.43
Butha- Buthe	834 527.81	293 602.05	9 441.00	676 278.84	262 907.40	2 076 757.10
Leribe	2 203 617.00	2 515 467.38	9 060.00	4 674 851.72	9 658.68	9 412 654.78
Mafeteng	3 805 660.00	69 115.00	707 794.46	1 042 079.85	40 430.00	5 665 079.31
Maseru	33 496 637.45	9 901 739.42	448 101.00	3 304 200.27	208 974.09	47 359 652.23
Mohale's Hoek	0.00	31 263.00	0.00	0.00	0.00	31 263.00
Mohale's Hoek	5 971 999.13	317 072.00	249 965.00	1 202 636.31	3 500.00	7 745 172.44
Mokhotlong	1 111 973.40	27 042.00	25 330.00	456 285.00	0.00	1 620 630.40
Qachas Nek	2 878 491.00	1 350.00	3 538.00	270 335.75	470.00	3 154 184.75
Quthing	970 729.00	10 970.00	0.00	3 942 951.61	29 319.00	4 953 969.61
Thaba- Tseka	163 656.00	585 640.00	38 808.72	1 071 600.00	0.00	1 859 704.72
Total	64 640 125.22	13 777 031.85	1 684 335.18	17 097 797.35	555 259.17	97 754 548.77

Revenue Food and Bev Non- Locals 2019						
	Hotel	Lodge	B&B	Guest House	Others	Total
Berea	435 733.00	400.00	3 400.00	143 202.98	0.00	582 735.98
Butha-Buthe	0.00	633 411.87	23 080.00	42 642.46	925 863.00	1 624 997.33
Leribe	27 351.00	4 175 223.26	21 642.00	330 853.20	30 112.02	4 585 181.48
Mafeteng	144 543.00	3 421 200.00	8 454.00	39 222.00	0.00	3 613 419.00
Maseru	37 765 352.18	4 041 939.49	173 796.00	3 175 841.11	7 500.00	45 164 428.78
Mohale's Hoek	1 062 667.57	2 695.00	0.00	117 959.40	0.00	1 183 321.97
Mokhotlong	285 339.70	8 397.00	2 100.00	160 925.70	101 260.00	558 022.40
Qachas Nek	18 510.00	30.00	360.00	42 228.50	560.00	61 688.50
Quthing	0.00	0.00	0.00	131 266.10	2 100.00	133 366.10
Thaba-Tseka	5 300.00	100 831.00	8 139.00	99 282.50	0.00	213 552.50
Total	39 744 796.45	12 384 127.62	240 971.00	4 283 423.95	1 067 395.02	57 720 714.04

Rev Other Good Services Local 2019						
	Hotel	Lodge	B&B	Guest House	Others	Total
Berea	172 277.00	2 160.00	21 096.00	22 700.00	0.00	218 233.00
Butha-Buthe	139 204.28	124 592.00	12 850.00	99 163.26	144 552.25	520 361.79
Leribe	100 300.00	205 367.81	150.00	2 248 407.52	0.00	2 554 225.33
Mafeteng	182 968.70	7 260.00	19 933.00	224 343.50	7 500.00	442 005.20
Maseru	32 586 231.06	2 332 925.74	25 970.00	262 608.22	17 250.00	35 224 985.02
Mohale s Hoek	0.00	1 890.00	0.00	0.00	0.00	1 890.00
Mohales Hoek	220 326.53	8 640.00	4 800.00	119 717.30	38 150.00	391 633.83
Mokhotlong	55 053.60	0.00	0.00	31 885.00	0.00	86 938.60
Qachas Nek	15 247.00	0.00	400.00	38 461.00	2 850.00	56 958.00
Quthing	33 900.00	0.00	0.00	126 730.70	6 750.00	167 380.70
Thaba-Tseka	0.00	32 310.00	0.00	86 775.00	0.00	119 085.00
Total	33 505 508.17	2 715 145.55	85 199.00	3 260 791.50	217 052.25	39 783 696.47

Rev Other goods Services Non-Local 2019						
	Hotel	Lodge	B&B	Guest House	Others	Total
Berea	5 000.00	0.00	0.00	0.00	0.00	5 000.00
Butha-Buthe	0.00	59 143.00	10 810.00	1 047.45	71 040.00	142 040.45
Leribe	0.00	164 134.68	1 550.00	16 350.00	200.00	182 234.68
Mafeteng	0.00	547 109.00	0.00	482.00	0.00	547 591.00
Maseru	27 147 911.65	571 439.27	4 670.00	313 372.21	4 200.00	28 041 593.13
Mohale s Hoek	0.00	1 890.00	0.00	0.00	0.00	1 890.00
Mohales Hoek	303 840.00	0.00	0.00	12 811.00	0.00	316 651.00
Mokhotlong	29 368.00	4 600.00	0.00	2 355.00	48 400.00	84 723.00
Qachas Nek	0.00	0.00	0.00	1 726.00	8 720.00	10 446.00
Quthing	0.00	0.00	0.00	1 800.79	2 400.00	4 200.79
Thaba-Tseka	0.00	0.00	0.00	260.00	0.00	260.00
Total	27 486 119.65	1 348 315.95	17 030.00	350 204.45	134 960.00	29 336 630.05

