The survey is implemented according to the RA Law on National Statistics

Departure Survey

One-Time Observation Questionnaire

Anonymity and confidentiality of the provided information is guaranteed by law

1. What is your country of citizenship?
   (please, specify “stateless” for stateless persons)

2. What is your main country of residence?
   2.1 Do you serve in an embassy, consulate or on a military base?   Yes    No

   Note: DISCONTINUE the survey for RA residents and those serving in an embassy, consulate or military base.

3. When did you arrive Armenia?   Day    Month    Year

   Note: DISCONTINUE the interview if the visitor has not stayed at least 24 hours or stayed longer than one year

4. Do you have Armenian ancestry?   Yes    No

5. To which of the following age group do you belong?
   17 or younger    18 – 35
   36 – 55      56 and over

6. Gender:
   Male    Female

7. What was the primary purpose of your trip?   (mark X in the appropriate box – one answer only)
   7.1 business/conference    7.5 holiday and leisure
   7.2 employment          7.6 active participation at sport or cultural events
   7.3 education               7.7 visiting friends and relatives
   7.4 health treatment      7.8 other

   If Holiday and leisure: Continue, Otherwise Go To Question 9

1 The country code is mentioned by coder.
8. What was the main reason for choosing Armenia as your holiday destination? (multiple answers allowed)
   8.1 nature
   8.2 historical/cultural attractions
   8.3 pilgrimage
   8.4 special interest tours
   8.5 ecotourism / adventure tourism
   8.6 Armenian heritage
   8.7 other ______________________

9. Have you visited Armenia before?
   Yes  No

If Yes: Continue, Otherwise Go To Question 11

10. If yes, how many times have you visited Armenia before?
    1 prior visit  2 prior visits  3 or more prior visits

11. What were your main sources of information on Armenia? (multiple answers allowed)
    11.1 friends and relatives
    11.2 previous visits
    11.3 tour operator/travel agent
    11.4 newspaper
    11.5 travel guidebooks
    11.6 radio/tv
    11.7 internet which web site(s) please specify which site ______________________
    11.8 travel magazines please specify __________________________________
    11.9 other please specify ________________________________________

12. Was any part of your travel purchased online?
    Yes  No

If Yes: Continue, Otherwise Go To Question 14

13. Please name the company or the website where the booking was made:
    Hotel _____________________________
    Flight _____________________________

14. Where did you stay during your visit? (please, specify the number of nights in each type of accommodation)
    14.1 hotel
    14.2 rental apartment
    14.3 B&B/ hostel
    14.4 friend’s or relative’s house
    14.5 spa
    14.6 other accommodation
15. Please indicate the locations you visited and the number of nights stayed in each place. (Mark O if you visited a location but did not stay overnight)

15.1 Yerevan
15.2 Mount Aragats, Oshakan, etc. (Aragatsotn Marz)
15.3 Echmiadzin, Sardarapat, Zvartnots, etc. (Armavir Marz)
15.4 Lake Sevan (Gegharkunik Marz)
15.5 Garni, Geghard, Tsakhdzor – winter sports and ski resort (Kotayk Marz)
15.6 Vanadzor, Akhtala, Haghpat, Sanahin Monasteries, etc. (Lori Marz)
15.7 Gyumri, Marmashen Monastery, etc. (Shirak Marz)
15.8 Dilijan, Haghartsin, Goshavank Monasteries, Makaravank (Tavush Marz)
15.9 Noravank, Jermuk spa resort (Vayots Dzor Marz)
15.10 Khor Virap Monastery, etc. (Ararat Marz)
15.11 Tatev Monastery, Khndzoresk [Cave City], Zorats Karer, etc. (Syunik Marz)
15.12 Republic of Nagorno Karabakh

16. Are you travelling on a package tour, did your company make travel arrangements or did you make your own travel arrangements

16.1 Package Tour
16.2 Myself, my company/partner company

If Package Tour: Continue, Otherwise Go To Question 19

17. How much did you pay for your package tour including yourself and your family members if any?

Amount ________ Currency ________ Code ________

17.1 How many persons does this expenditure cover? ________

17.2 Does this package price include international transportation? Yes ________ No ________

17.3 If no, how much did you (and your family members, if any) spend on international transportation?

Amount ________ Currency ________ Code ________

17.4 Does the package price include stays in other countries?

If yes, please indicate where _______________________

18. In all, how much did you (and your family members travelling with you, if any) spend during your stay here in Armenia (excluding all pre-paid expenditure items)?

Amount ________ Currency ________ Code ________

Now go to question 21

For Visitors that have made their own travel arrangements or whose companies have made arrangements
19. In all, how much did you (and your family members travelling with you, if any) spend prior to and during your stay in Armenia

19.1 Amount [ ] Currency [ ] Code [ ]

19.2 How many persons does this expenditure cover? [ ]

20. Please indicate, to the best of your ability, how much you spent on the following items prior to and during your stay in Armenia

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
<th>Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>20.1 International Transportation</td>
<td></td>
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<tr>
<td>20.2 Accommodation (including room charges, food/beverage, etc)</td>
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<tr>
<td>20.3 Restaurants and bars (outside places of stay)</td>
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<tr>
<td>20.4 Organized sightseeing tours, excursions and activities</td>
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<tr>
<td>20.5 Domestic ground transportation (car rental, petrol, taxi)</td>
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<tr>
<td>20.6 Handicrafts and Souvenirs</td>
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<tr>
<td>20.7 Other spending (service, etc.)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

20.7 How many persons does this expenditure cover? [ ]

For all visitors

21. If you ever used any of the following, how would you, in general, rate the quality? Would you say it was: 5 – Excellent, 4 – Good, 3 – Satisfactory, 2 – Poor, 1 – Very Poor

<table>
<thead>
<tr>
<th>Service</th>
<th>Rating</th>
<th>Rating</th>
<th>Rating</th>
<th>Rating</th>
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</thead>
<tbody>
<tr>
<td>21.1 hotels</td>
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<tr>
<td>21.2 restaurants</td>
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<td>21.3 spas</td>
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<td>21.4 tour operators</td>
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<td>21.5 general value for money</td>
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<td>21.6 international transportation</td>
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<tr>
<td>21.7 local roads</td>
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<tr>
<td>21.8 attractions (museums, galleries, etc.)</td>
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<tr>
<td>21.9 guide services</td>
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<tr>
<td>21.10 efficiency of border services</td>
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</tbody>
</table>

22. Do you have an interest or plan to visit Armenia again?

yes [ ] no [ ]

23. Would you recommend Armenia to your friends and relatives for a holiday visit?

yes [ ] no [ ]

Thank you for the interview

<table>
<thead>
<tr>
<th>Interviewer (S.N., number)</th>
<th>Questionnaire number</th>
<th>Date</th>
<th>Place of completion (airport, cross-border)</th>
<th>Code</th>
<th>Flight Number</th>
<th>Country's means of transportation</th>
<th>Armenian – 1</th>
<th>Non Armenian - 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inbound</td>
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<tr>
<td>Outbound</td>
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