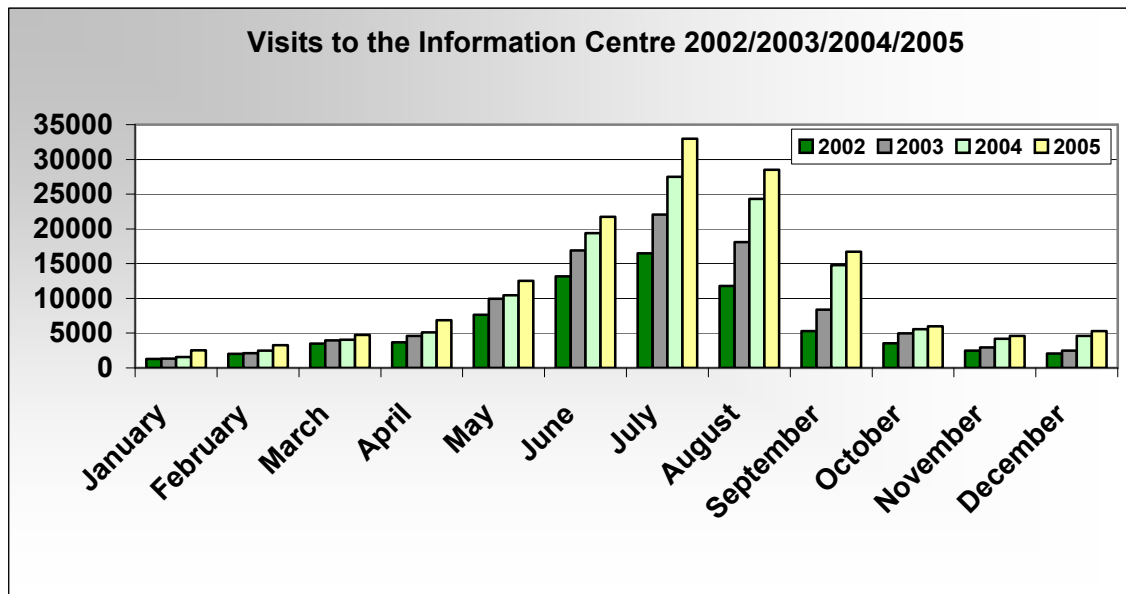


## Tallinn Tourist Information Centre in 2002-2005 Visitors and inquiries statistics

### Visits

In 2005, the Tallinn Tourist Information Centre was visited by 145,763 people, the vast majority of whom (134,196 people or 92%) were foreigners, and 11,567 people or 8% were Estonian residents. In the three years between 2002 and 2005, visits to the Tallinn Tourist Information Centre have increased by 72,744, or by 99.6%.

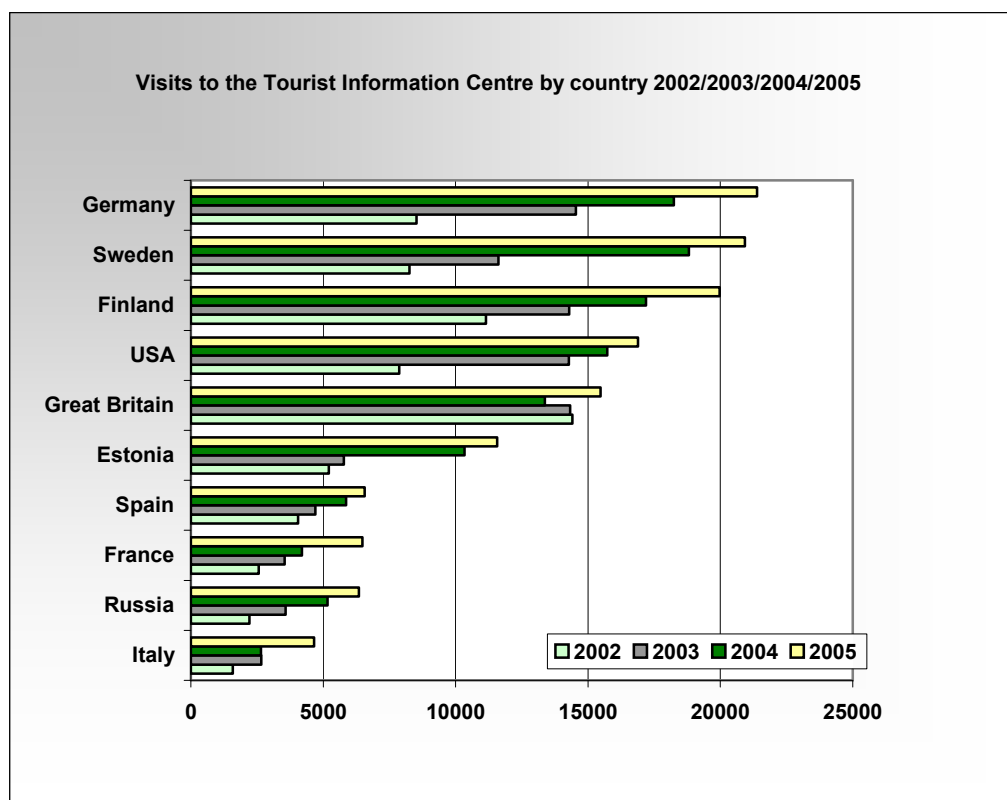
The ratio of Estonian visitors has remained at around 6–8%. The Centre’s peak month is July, while January is traditionally the quietest month. In January 2005, 2,551 people visited the centre. In July, the number of visitors increased 13 fold to 32,967.



Statistics show that Germans made up the biggest number of visitors to the Centre in 2005, followed by Swedes, Finns, Americans and Britons. But visitors were not just from Estonia’s closest neighbours or traditional tourist countries – the Centre also assisted tourists from Tibet, the Philippines, Israel, Indonesia, Vietnam, Pakistan, Mexico, Egypt, Hawaii, Iran, South Africa, Chile, Venezuela, Brazil, Armenia, Cuba, Mongolia, Nepal, Nigeria, Croatia, Peru, Macedonia, and Thailand.

## Visits to the Tallinn Tourist Information Centre in 2005 by country

Country of origin	Visitors	Change 2002/2005
Germany	21,387	+151%
Sweden	20,929	+153%
Finland	19,970	+79%
USA	16,890	+115%
Great Britain	15,471	+7%
Estonia	11,567	+122%
Spain	6,570	+62%
France	6,474	+152%
Russia	6,343	+186%
Italy	4,659	+193%



## Inquiries

In 2005, workers at the Tallinn Tourist Information Centre answered 169,348 inquiries, either in person, by telephone, via e-mail or fax. Compared to 2002, the number of inquiries has increased by 109,835 or by 185%. The most inquiries were submitted in July and the least in January.

The most popular topics in 2005 were shopping, transportation, excursions, sights, accommodation, and services. Compared to earlier years, the interest toward shopping and services has increased; questions about excursions were also asked considerably more often.

## Inquiries submitted to the Tallinn Tourist Information Centre 2002–2005

Form of inquiry	No. of inquiries 2002	No. of inquiries 2003	No. of inquiries 2004	No. of inquiries 2005	Change 2002-2005
At the tourist information centre	52,179	90,275	135,007	150,377	+188%
By letter, fax, or e-mail	2,694	4,104	4,656	8,077	+200%
By phone	4,640	5,934	9,781	10,894	+135%
<b>TOTAL</b>	<b>59,513</b>	<b>100,313</b>	<b>149,444</b>	<b>169,348</b>	<b>+185%</b>

