



Groupement des Unions Nationales des Agences et
Organismes de Voyages de l'UE
Group of National Travel Agents' and Tour Operators'
Associations within the EU
Association Internationale sans but lucratif
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PROVISIONAL Table of Statistics European travel agents and tour operators

1. Number of travel agents and tour operators in your country

	1996	1997	1998	1999	2000	2001	2002	2003
Austria	2.700	2.803	2.797	2.580	2.540	na		
Belgium	2.600	na	na	na	na	na		
Denmark	597	na	676	690	600	580	539	562
Finland	430	490	520	580	613	671	714	754
France	2.840 ¹	2.900 ¹	na	2.900 ¹	5.500 ²	5.500 ²		
Germany	18.700	17.900	17.700	na	21.500	20.800	18.500	na
Greece	4.700	na	na	na	na	4.435		
Ireland	395	na	na	na	na	na	410	415
Italy ³	6.000	6.550	6.900	7.500	8.500	9.000	9.200	
Luxembourg	39	na	na	na	na	na		
The Netherlands	1.100	na	na	1.500	923	990 ⁴	992 ⁵	na
Portugal ⁶	614	667	688	722	744	762		
Spain	2.830	na	3.073	3.446	3.813	3.900	4.100	4.220
Sweden ⁷	1.000	1.000	1.000	1.000	1.000	920	900	910
United Kingdom ⁸	7.259	7.316	7.404	9.563	9.400	7.697	7.111	7.006
Cyprus	418	413	417	426	451	451	450	448
Estonia	188	186	215	244	273	na		
Hungary	979	1.100	1.030	1.025	1.056	996	1.040	1.100
Malta								
Poland								
Romania	900	1.200	1.500	1.800	2.200	2.000	1.800	1.600
Slovakia	na	na	na	na	533	465	428	na
Turkey	2.893	3.327	4.200	4.352	4.390	4.421	4.465	4.486
Croatia	na	na	na	na	na	na		
Norway	530	520	500	490	na	500	500	480
Switzerland	1.400	na	na	na	na	2.200 ⁹	2.200	na

na = not available

- ¹ Number of licensed travel agents
- ² Number of sales points
- ³ Number of sales points
- ⁴ 500 travel agents and 490 tour operators
- ⁵ 501 travel agents and 491 tour operators
- ⁶ Source: DGT
- ⁷ Estimates
- ⁸ Figures only represent ABTA Members
- ⁹ Estimate

2. Number of persons employed by the travel agents and tour operators

	1996	1997	1998	1999	2000	2001	2002	2003
Austria	10.000	16.000	16.000	17.500	15.000	na		
Belgium	5.000	na	na	na	na	na		
Denmark	6.000	na	5.800	5.700	5.000	4.000	3.700	na
Finland ¹⁰	3.700	3.700	3.800	3.900	4.000	4.020	3.580 ¹¹	3.290 ¹¹
France	25.000	na	na	28.000	30.000	30.000		
Germany	65.000	na	65.000	na	77.000	80.200	79.900	77.800
Greece	16.000	na	na	na	na	18.000		
Ireland	4.000	na	na	na	na	na	4.200	4.300
Italy	20.000	na	na	na	35.000	40.000	50.000	na
Luxembourg	350	na	na	na	na	na		
The Netherlands	13.000	na	na	13.000	16.000	16.000	15.800	na
Portugal ¹²	6.260	7.004	6.986	na	na	na		
Spain	33.000	na	34.000	35.000	37.000	37.600	44.890	46.600
Sweden ¹³	6.900	6.900	6.900	6.900	6.900	6.900	6.800	6.757
United Kingdom	45.000	45.000	45.000	100.000	113.200 ¹⁴	na	na	130.000 ¹⁴
Cyprus	4.000	4.000	4.000	4.000	4.200	4.100	4.050	4.000
Estonia	na	na	na	na	na	na		
Hungary	4.853	4.904	5.014	5.692	5.390	5.320	5.166	5.120
Malta								
Poland								
Romania	2.700	4.600	5.200	9.000	12.500	13.000	13.650	14.000
Slovakia	na	na	na	na	2.587	2.001	1.824	na
Turkey	17.903	21.151	23.360	22.130	20.177	20.000 ¹⁵	21.000 ¹⁵	22.000 ¹⁵
Croatia	na	na	na	na	na	na		
Norway	3.000	2.600	2.500	2.400	na	2.000	2.000	1.900
Switzerland	14.000	na	na	na	na	12.000 ¹⁶	12.000	na

na = not available

¹⁰ Number does not include guides

¹¹ Figures for 2002 and 2003 only refer to SMAL Members (no other reliable data available)

¹² Source: INE

¹³ Estimates

¹⁴ Government source

¹⁵ Estimates

¹⁶ Estimates

3. Total turnover realised jointly by the travel agents and tour operators (mil. euros)

	1996	1997	1998	1999	2000	2001	2002	2003
Austria	2.575	2.750	2.950	3.150	2.800	na		
Belgium	2.307	na	na	na	na	na		
Denmark	1.700	1.840	1.990	2.130	2.150	2.100	2.100	na
Finland	1.474	1.758	1.924	2.017	2.186	2.190	1.660 ¹⁷	1.552 ¹⁷
France	11.538	na	na	9.680	10.793 ₁₈	11.000		
Germany	23.010	na	26.330	28.000	27.000	25.600	23.800	na
Greece	6.153	na	na	na	na	na		
Ireland	2.358	na	na	na	na	na	2.520	2.550
Italy	9.524	na	na	10.400	12.400	10.600	16.000	
Luxembourg	128	na	na	na	na	na		
The Netherlands	3.000	na	na	7.500	8.600	na	8.300	na
Portugal	2.500	na	na	na	na	na		
Spain	7.669	na	13.690	15.625	16.250	9.615	9.808	10.298
Sweden ¹⁹	2.688	na	na	2.960	3.645	3.368	na	na
United Kingdom ²⁰	22.125	na	na	na	na	na	na	36.380
Cyprus	1.500	1.600	1.800	2.000	2.100	2.330	2.350	2.300
Estonia	na	na	na	na	na	na		
Hungary	na	na	na	na	3.588	2.917	5.410	5.200
Malta								
Poland								
Romania	na	na	na	na	na	na	na	na
Slovakia	82	128	152	158	202	198	223	na
Turkey	na	na	na	na	na	na	3.140 ²¹	3.140 ²¹
Croatia	na	na	na	na	na	na		
Norway	1.928	2.000	2.000	1.900	na	na	2.200	2.000
Switzerland	4.000	na	na	na	na	9.300 ²²	11.200	na

na = not available

¹⁷ Figures for 2002 and 2003 only refer to SMAL Members (no other reliable data available). Moreover, internal sales within the trade are not included anymore.

¹⁸ The turnover figure does not include incoming agents activity and tour operators' direct sales

¹⁹ Only travel agents

²⁰ Turnover of ABTA Members (ABTA Members account for approximately 80% of travel agents and tour operators)

²¹ Estimates

²² Estimates