



Your Tourist Accommodations Statistical Reports

Occupancy reports can be submitted online at <https://nltourismoperatorportal.com>
Reports can also be submitted via mail, fax, or e-mail.

The Tourism Research Division

The Tourism Research Division, Department of Tourism, Culture, Arts and Recreation is responsible for the maintenance of a travel/tourism database that permits the measurement and monitoring of various statistical indicators. This is achieved through the co-operation of many industry stakeholders and departmental staff that provide data to the division on a regular basis.

The Monthly Form

Tourist accommodations operators are asked to provide monthly statistical summaries to the Department of Tourism, Culture, Arts and Recreation. Submitting this information is required in order to be published on the Department of Tourism, Culture, Arts and Recreation's marketing channels, including the Traveller's Guide and newfoundlandlabrador.com.

The monthly reporting form asks all registered operators to provide data on room availability, sales and associated revenue for their property.

- Side 1 collects required administrative data and summary information related to room availability, sales and associated revenue.
- Side 2 provides an optional daily worksheet that allows operators to record and monitor daily sales and associated revenue.

Use & Importance of the Occupancy Data

All personal information collected or provided will be treated confidentially in accordance with the provisions of the Access to Information and Protection of Privacy Act of the Province of Newfoundland and Labrador. It can only be shared with others with your written consent. All data collected is used in summary/aggregated form only to provide availability, sales, occupancy levels and average daily rates for different accommodation types and for different areas of the province.

For Tourism Operators: The summary occupancy information can be used by you, the operator, for planning and marketing purposes. Please contact the Tourism Research Division at the contact information provided if you require summary statistics providing

availability, sales, occupancy and average daily rates for your property, area or any custom requests.

For Industry Performance Measurement & Assessing Regional Trends: Summary accommodation information is also used to measure industry performance and is one of the main indicators to assess regional tourism activity and trends. It is used by stakeholders including the provincial and federal governments, Hospitality Newfoundland and Labrador, regional tourism organizations, consultants and the general public.

What You Need To Know to Complete the Monthly Form

Please refer to this section when completing your monthly report.

Section 1 (Required)

- **Name of Property:** Operating name, not the company name.
- **Mailing Address/Location:** Your complete mailing address and location (community) of the property.
- **Registration Number:** Registration number under which your property is operating. *One completed form per registered business is required.*
- **Reporting Month:** Indicate the month and year for which you are currently reporting.
- **Property Status:** Indicate whether your property was closed or open during the reporting month. If open, indicate the number of nights you were operating.

Section 2 (Required)

- **Number of Rooms, Units (for cottages/cabins) or Sites Available:** Total number of rooms, units (for cottages/cabins) or sites available for rent during the reporting month.
- **Number of Room-Nights or Site-Nights Available:** This is the total number of rooms, units or sites available for rent during the reporting month multiplied by the number of nights operating during the month.
- **Number of Room-Nights or Site-Nights Sold:** Add together the number of rooms, units or sites sold for each day of the month you were operating.
- **Revenue from room, unit or site sales:** Amount of money received for the renting of rooms, units or sites during the reporting month.

Section 3 (Optional)

Daily Worksheet: Provides an optional worksheet that allows operators to record and monitor daily rentals and associated revenue. **If completing a paper copy of the form, please make a copy of the completed form for your own files and forward the completed form to the Department.**

Questions/Additional Information

Completed forms, questions, requests for electronic copies of the form, summary statistics and/or comments should be directed to the address, e-mail, or telephone number listed below. Thank you for your continued co-operation in support of the Department of Tourism, Culture, Arts and Recreation's travel/tourism database.

Contact Information

Tourism Research Division

Dept. of Tourism, Culture, Arts and Recreation
P.O. Box 8700
St. John's, NL, Canada,
A1B 4J6

Occupancy Reporting Assistance:

Tel: (709) 729-3889
E-mail: occupancystats@gov.nl.ca
Fax: (709) 722-9501

Requests for Occupancy Data/Custom Reports:

Tel: (709) 729-2975
Email: kristanoseworthy@gov.nl.ca

How to File Your Occupancy Reports Online

Did you know that you can quickly and easily file your monthly occupancy reports with the Department of Tourism, Culture, Arts and Recreation online by following these steps?

Step 1: Go to the following secure site (don't forget the first "s")

<https://www.nltourismoperatorportal.com> Note: You can bookmark this page so you will have it handy for your next update.

Step 2: First time users will need to register and verify their email address while returning users can login to the secure site by entering your e-mail address and your password.

Step 3: If it is the current calendar year (January to December), scroll down on the "**home page**" and click "**update**" in the bottom right hand corner then "**Submit Occupancy**"

To submit occupancy reports for the previous year, click on the "**history**" tab located in the top navigation bar and find your previous year folder and click on "**details**" then "**Submit Occupancy**"

Step 4: Select the edit button on the right hand side of the screen and you will be presented with a list of months for which occupancy reports are required. Select the month you want to update by clicking "**add a report**" and enter the information related to property status (open or closed) days open, number of rooms available, sold and revenue.

These fields are on the left hand side of the screen. The fields on the right hand side of the screen are not required and are automatically calculated by the portal. After entering the required data, tick the "**confirmation box**" and then blue "**submit**" button.

Please note you are required to enter an occupancy report for all months regardless of your operating season. For those months outside your operating season, your property status is closed.

Step 5: Add or edit other monthly occupancy reports as necessary for this property. If you need to enter occupancy reports for another registered property, repeat the process.

Step 6: If you are finished entering or editing (if required) your occupancy reports for your property, select "**back to home**" to logout of the Portal or to complete other tasks online.

If you have any questions or require further assistance with filing online, please contact the
Tourism Research Division at: (709) 729-3889 or occupancystats@gov.nl.ca
Monthly occupancy reports can also be filed by mail, fax (709-722-9501) or e-mail.