



**Figure 5** The subantarctic islands are nature reserves protecting habitats of great conservation value, such as that of the Southern Royal albatross, seen here at the Auckland Islands. Tourist visits must be managed to avoid compromising these values.

- access by permit only, including imposition of permit application fees and other costs;
- supervision of entry permits by officially appointed on-board departmental representatives;
- observance of visitor codes of conduct, including limits on the size of parties ashore, provision of guides, and prohibition of wildlife disturbance, souveniring, littering and smoking etc.;
- a ban on overnight stays ashore;
- quarantine provisions to prevent accidental introductions of alien animal and plant pests;
- limits on the provision of on-shore tourist facilities.

These management measures are determined in the light of current patterns and levels of tourist use at the islands. Such policies and regulations are, however, under continual review to ensure that they remain relevant and are effective (Figures 6 and 7). Review of current management practices, including identification of deficiencies and of future needs, requires attention to the monitoring of tourists and their activities.

#### **1.4 Previous research on New Zealand subantarctic tourism**

The study reported here was conducted as part of a broader visitor monitoring programme for the New Zealand subantarctic islands. It continues a pilot project conducted in the 1990-91 summer season at the islands (Cessford and Dingwall 1994).



**Figure 6** Management measures set a minimum approach distance of 5 m from wildlife (often ignored by Hooker's sea lion pups) to prevent distress to animals and potential injury to visitors.



**Figure 7** Where large numbers of passengers go ashore, sites can be protected by management interventions, such as construction of this boardwalk over fragile soil and vegetation at Campbell Island.

That study involved a survey of passengers aboard larger cruise vessels which visited the islands en route between the New Zealand mainland and Antarctica. It was aimed at describing the tourists, their motivations for undertaking the visits, their aspirations and levels of satisfaction, their perception of human impacts and their attitudes toward management regulations.

From an analysis of the results of pre-visit and post-visit questionnaires, it was revealed that tourists visiting the subantarctic islands as part of Antarctic tours are:

- likely to be in the older and more affluent groups of society;
- most commonly American citizens;
- almost 50% females, which is a higher proportion than in most outdoor pursuits;
- generally very positive about the experiences and satisfactions derived from the island visits.

Above all, tourists emphasised the value they attached to the wilderness experience gained, based particularly upon the remoteness and naturalness of the island environments and wildlife encountered. Conversely, tourists were less satisfied with the brief time made available for landings ashore, and to a lesser extent with the insufficient guiding and information provided.

The tourists clearly recognised that they were intruding into natural, vulnerable and special wildlife habitats of great importance for conservation. Consequently, they were generally in favour of the management policies being pursued and accepted the need for regulations which restricted their activities. This is an encouraging result for managers of the island reserves, as it suggests there is substantial support from tourists (and tour operators) for maintaining the natural state of the islands and their wildlife populations, and protecting them from human damage or disturbance.

The study reported here continues and expands upon this assessment and monitoring process, to build up a more comprehensive database of tourist socio-demographic profiles, expectations and satisfactions, their perceptions of human impact, and their attitudes towards management regulations.

## **1.5 Objectives of this study**

This report presents the results of a tourist monitoring survey at the New Zealand subantarctic Islands, undertaken in the summer seasons of 1992/3 and 1993/4. It follows a preliminary survey undertaken in the summer of 1990/91, referred to above (Cessford and Dingwall 1994).

The principal purpose of this study is to contribute to an ongoing visitor monitoring programme aimed at assisting management reconcile the demands of tourism with the primary conservation objectives for the subantarctic island nature reserves. It employs a systematic survey of tourist visitors - their experiences, attitudes and their impacts (see Appendix 1 for explanation of research methodology).

The visitor information collected in the survey includes:

- descriptive characteristics of the visitors, including age, gender, nationality, occupation type, conservation group membership, and previous polar regions experience;
- pre-visit reasons for making the visit, including positive and negative expectations;
- post-visit satisfactions with aspects of the visit, including positive and negative evaluations and suggestions for improvements;
- visitor perceptions of physical, biological and social impacts associated with their visit;
- statements by visitors about the things they had learned about conservation from their visit;
- both pre-visit and post-visit assessments of their agreement with specific opinions related to management of the islands.

Provision was made in the survey for matched pre-visit and post-visit questionnaires, so any effects of the visits on visitor attitudes could be identified.

The report concludes with a series of recommendations which can enable island managers to improve current tourism management, and assist tour operators in planning and conducting their island visit programmes.

The results should allow island managers to identify more readily the types of people who visit the islands as tourists, and what they expect from their visit. Managers can then relate these demands to the types of access and activity requests being made by those who organise and operate the tours to the islands. The results are intended also to reveal for managers how visitors perceive their own impacts, and the management actions required to minimise these impacts.

The results should also allow tour operators to identify the positive and negative aspects of visitor experiences, and to make appropriate adjustments when planning and conducting future island itineraries. This can better optimise the enjoyable experiences that they can offer their clients.

The survey results are summarised in the following sections, while other details are included in referenced appendices. Comparisons between the responses of visitors on large vessels (>50 passengers) and small vessels (<50 passengers) are also discussed and found to be significant. This is a notable departure from the 1990/91 survey, which encompassed only large vessels. As noted above, the frequency of voyages to the islands by small vessels has increased considerably since that time. Details of these results are also included in the appendices.

**Table 1: Visitor Profile Characteristics**

CHARACTERISTICS		Total Sample % (n=458)	Large Vessels % (n=291)	Small Vessels % (n=167)
AGE	Under 20	1	0	2
	20-29	5	3	7
	30-39	9	8	11
	40-49	16	15	16
	50-59	20	18	25
	Over 60	49	56	38
GENDER	Male	55	51	62
	Female	46	49	38
NATION	New Zealand	19	3	46
	United States	28	39	10
	Australia	23	28	15
	Japan	6	10	0
	Great Britain	6	5	7
	Germany	5	7	2
	Switzerland	3	1	1
	Other European	7	5	11
Other	3	2	8	
WORK	Professional	30	25	38
	Retired	30	36	24
	Admin/management	11	13	8
	Service	10	9	11
	Other work	7	3	8
	Home duties	6	9	2
	Student	3	1	5
	Other	3	4	4
MEMBER (Conservation group)	Yes	59	41	68
	No	41	59	32

## **2. VISITOR CHARACTERISTICS**

### **2.1 Summary**

Visitors to New Zealand's subantarctic islands represent an affluent older group, often retired, with a high proportion of professional backgrounds, a high proportion of women, and a high degree of conservation group involvement. There are distinct differences in visitor characteristics on large and small vessels.

- Relative to other outdoor recreation activity groups, visitors to these islands were characterised by high proportions of older people, women, non-New Zealanders, retired and professional people, and people involved in conservation groups.
- Differences were apparent between visitors from large and small vessels, with those from large vessels generally being older, non-New Zealanders, retired, and less involved in conservation groups. Passengers on large vessels here were similar to those on large vessels sampled in the 1990/91 survey (Cessford and Dingwall 1994). Small vessel passengers here were found to be more similar to those visiting other New Zealand protected offshore islands on small vessels (Cessford, 1995).
- Approximately 30% of visitors had visited polar or sub-polar regions before, most commonly visiting the Antarctic Peninsula (refer Appendix 2).

### **2.2 Discussion**

The descriptive characteristics of these visitors are summarised in Table 1, along with the differences between those on large and small vessels.

**2.1.1 Age** The age distribution of subantarctic island visitors reveals an emphasis on older age groups. Most visitors (69%) were aged over 50 years. Visitors on large vessels tended to be older than those on the small vessels. In general, the age distribution of large vessel passengers reflected that of visitors sampled in 1990/91, all of whom were passengers on large vessels.

**2.1.2 Gender Balance** The gender balance was close to equal overall, although females appeared relatively under-represented on the small vessels. Again, large vessel passengers had a similar gender balance to that on the large vessels of 1990/91.

**2.1.3 Nationality** Visitors were generally either New Zealanders, Australians or Americans. Americans and Australians were much more prominent on the large vessels, along with Japanese (who were passengers only on these). The nationalities of the large vessel passengers again reflected the results for those in 1990/91. By contrast, New Zealanders were clearly the predominant passengers on the small vessels (46%).

**2.1.4 Occupations** The age distribution was reflected in the occupation characteristics of visitors, characterised by the high proportion (30%) of retired people. The more "aged" large vessel group had the highest proportion of retirees present. Among those still working, professionals were predominant.

**2.1.5 Membership of Conservation Groups** Conservation group membership was high overall (59%). This is higher than for visitors to offshore island refuges in the Hauraki Gulf (40%) (Cessford 1995), and for recreation group members among national park users (up to 35%) (Shultis 1991). The high conservation group membership among subantarctic visitors was particularly evident for those on the small vessels (68%), suggesting that they have more specific interests in natural history.

This result suggests that visits to these subantarctic islands are particularly important to those people with a strong and active interest in environmental conservation. It would thus appear that subantarctic islands are seen as particularly important examples of conservation outcomes by people with substantial conservation interests (refer Section 4).

### 3. REASONS FOR COMING ON THE VOYAGE

#### 3.1 Summary

Visitors were asked in an open-ended question to specify their main reasons for coming on their trip. Up to three responses were allowed for. The main categories of the reasons given are presented in Table 2, with the complete record presented in Appendix 3<sup>1</sup>.

Visitors generally did not express specific reasons for undertaking visits to the islands, although some, particularly those on smaller vessels, did identify the special settings, birdlife and natural environments as specific features which attracted them.

- Most visitors did not state reasons for undertaking their trip that were specific to the unique features of the islands. The opportunity for the trip in general, and to visit Antarctica were most prominent reasons given.
- While visitors on large vessel emphasised the opportunity to visit Antarctica, those on small vessels gave greater emphasis to reasons associated with the birdlife, ecology, and nature experiences.
- Reasons associated with historical, cultural, social and educational interests were least specified overall.

**Table 2 Reasons given for coming on this trip**

(% of sample including reason among their 3 choices, column % do not = 100)

REASONS FOR COMING ON TRIP	TOTAL % (n=406)	Large vessels (n=247)	Small vessels (n=159)
The opportunity provided by this trip	47	52	39
The unique setting attractions	34	31	27
The specific birdlife attractions	17	8	36
The ecology and nature experience attractions	17	9	35
The specific wildlife attractions	15	13	18
The historical and cultural attractions	8	9	4
The social and educational opportunities	6	5	6
Simply to visit Antarctica	30	46	5
Simply to visit the subantarctic	19	14	25

<sup>1</sup> Details include responses for the specific coding categories used.



## 3.2 Discussion

Most of the reasons given for coming were of a general nature, which did not refer specifically to the environmental features and attractions of the sites being visited (e.g., the opportunity provided by this trip, simply to visit Antarctica, subantarctic islands). However, many reasons did highlight the importance of the setting and biota in more specific terms. In particular, the uniqueness of the setting and environment, and the features of the birdlife were prominent reasons given. Motivations associated with historical, social, cultural and educational dimensions were the lowest indicated, as was the case in the 1990/91 survey.

Major differences were apparent between the reasons expressed by passengers on large and small vessels. Some reasons reflected their different trip schedules. Large vessel passengers on trips including Antarctica appeared to be more motivated by the unique opportunity to land on the continent. For these visitors, the natural experience opportunities of the subantarctic islands appear to be of secondary importance, although associated results in subsequent sections do show that these visitors still value their island experiences.

Small vessel passengers on trips only to the subantarctic islands appeared to place greater emphasis on the detail of the nature experiences being offered (e.g., birdlife encounters, ecology and nature experience attractions), possibly reflecting a greater "ecotourism" orientation. Their higher level of involvement in conservation groups (Section 2.2.5) would appear to support this contention.

## **4. POSITIVE FEATURES OF ISLAND VISITS**

### **4.1 Summary**

Several questions were asked to determine why visitors desired to visit these islands, and what were some of the main benefits derived from their island visits. In addition, they were also asked to indicate how satisfied they were with different aspects of their visits. It was anticipated that these results would provide a more specific indication of why visitors were initially attracted to visit these islands, and that any changes in post-visit responses would provide some indication of the key experiences actually being achieved on these visits.

The consistently positive responses of visitors to questions about their visit experiences revealed that they were well satisfied with the outcomes of their trip. Positive features of trips most emphasised related to the natural history and wildlife of the islands, and the enhanced opportunities for conservation learning. Some distinctions between responses from visitors on large and small vessels were apparent.

- Visitor enjoyment of island visits was derived from the natural features of the islands, including specific elements of their biota and unique features of their settings.
- Of all the anticipated sources of enjoyment, those aspects of the visit experience which were most enjoyed were the birdlife attractions, which included birdwatching, close-up encounters with birds, and sightings of rare and endangered species.
- Visitors on large vessels anticipated deriving principal enjoyment from scenery and views, while visitors on small vessels anticipated principal enjoyment from birdlife features. When these visitors reported their actual sources of enjoyment, the only notable changes related to the enhanced enjoyment of birdlife among large vessel passengers, and enhanced appreciation of unique and site-specific setting features among small vessel passengers.
- Historical features were among the least reported attractions.
- Almost all visitors indicated enhanced conservation learning from their island visits, over a wide range of conservation issues. This conservation learning emphasised the role of managers and researchers, the impacts of human activity and introduced species, the fragility of the environments and biota, and a generally increased awareness of the ecology and environments of these islands.
- Satisfactions with all aspects of the visit experience were high overall. There were some differences between the responses of visitors from large and small vessels, notably that visitors from small vessels were more satisfied with birdlife, base staff encounters, visit planning, onshore guiding, information provided onshore, and the size of groups. It appears that visitors on small vessel have greater overall satisfaction with trip organisation.

### **4.2 Anticipated and reported enjoyment**

**4.2.1 Responses for all visitors overall** Visitors were asked in open-ended questions before their island visits to specify up to three things they expected to most enjoy (pre-visit). Following their actual visit, they were asked to specify upto three things they had actually most enjoyed (post-visit). The main responses to these questions are categorised

and summarised in Table 3, with the detailed responses presented in Appendix 4 (Table A4.1 and A4.3).

**Table 3 Sources of Enjoyment on Visits: anticipated and reported**  
(% of sample including reason among their 3 choices, column % do not = 100)

SOURCES OF ENJOYMENT FROM ISLAND VISITS	Anticipated sources (n=404)	Reported sources (315)
The unique setting attractions	47	55
The specific birdlife attractions	39	51
The specific wildlife attractions	35	35
The ecology and nature experience attractions	24	30
The social and educational opportunities	8	6
The opportunity provided by this trip	3	8
The historical and cultural attractions	7	6
Other	15	23

Visitor statements in response to these open-ended questions were diverse, but the categories of response summarised in Table 3 indicate that the unique natural features of these islands were the main attractions. The reported results (post-visit) also indicate an apparent enhancement of the importance of these features for the enjoyment of island visits. These post-visit changes are even more pronounced when the responses of visitors from large and small vessels are compared in the following section.

**4.2.2 Response variation between large and small vessels** Visitors on small vessels differed from those on larger vessels in some of their responses. These are summarised in Table 4, with the detailed responses presented in Appendix 4 (Table A4.1 and A4.3).

Visitors from large vessels were anticipating enjoyment particularly from unique setting attractions (i.e., mostly scenery and views in this case), and this was maintained by the visit experience. Their other main anticipated sources of enjoyment were wildlife attractions (i.e., mostly observing wildlife in its natural habitat). The principal attraction anticipated by visitors on small vessels were those associated with the birdlife (i.e., birdwatching), and these were maintained by the visit experience. Secondary anticipated sources of enjoyment were the ecology and nature experience attractions (i.e., mostly the unique plant and animal species and their habitats). This too was also maintained.

The greatest changes between anticipated and reported sources of enjoyment for visitors on large vessels were increased importance of birdlife attractions (i.e., seeing rare and endangered species, and having close-up views). For visitors on small vessels, the only notable changes were in the increased enjoyment of the unique setting features (i.e., site-specific and personal experiences in most cases).

**Table 4 Different enjoyment sources for passengers on large and small vessels**

SOURCES OF ENJOYMENT FROM VISITS (Large vessel n=247, Small vessel n=159)	Large vessels		Small vessels	
	Anticipated	Reported	Anticipated	Reported
The unique setting attractions	52	55	39	64
The specific wildlife attractions	41	47	28	24
The specific birdlife attractions	28	43	55	60
The ecology and nature experience attractions	28	23	44	39
The opportunity provided by this trip	10	3	3	3
The social and educational opportunities	7	4	11	10
The historical and cultural attractions	7	1	7	8
Other	23	21	25	17

### 4.3 Conservation learning from island visits

In addition to having identified a number of positive experience outcomes from island visits, most visitors also indicated clearly that these visits were a conservation learning experience. This is apparent from Table 5, which shows that high conservation learning was apparent, and was consistent for visitors on large and small vessels.

**Table 5 Proportion of visitors who indicated that they had learned something**

WAS ANYTHING LEARNED ABOUT CONSERVATION?	TOTAL % (n=261)	Large Vessels (n=125)	Small Vessels (n=132)
YES	85	82	87
NO	15	18	13

Visitors were asked an open-ended question to specify examples of things they had learned. The main categorised responses are presented below in Table 6, with detailed responses presented in Appendix 8.

An interesting finding was that passengers indicated a much enhanced understanding of the roles of managers and researchers undertaking the conservation activities on these islands. An enhanced awareness of the fragility of these islands, and of the numerous potential sources of threat was also apparent from visitor responses. Accompanying these items was an unsolicited acknowledgement by over 20% of respondents that there was need for some limitations on use of these islands and of freedom of access to them. This support for continuing access limits is reinforced in subsequent results reported in Section 6.3.

**Table 6 What visitors learned about conservation**

% of sample including reason among their 3 choices, column % do not = 100)

WHAT WAS LEARNED ABOUT CONSERVATION?	TOTAL % (n=210)	Large vessels (n=99)	Small vessels (n=111)
The roles of conservation managers/researchers	36	32	39
The impacts of introduced species/predators	23	20	25
The need for some use limitations	22	24	21
The fragility of flora, fauna and the environment	21	19	23
Greater awareness of human impacts	18	23	13
Greater awareness of the environment and ecology	18	14	22
The importance and need for conservation	16	18	13
The importance of these islands	14	8	20
Conservation is long term/costly/difficult	10	10	11

#### 4.4 Satisfactions from island visits

**4.4.1 Overall satisfaction** Visitors were asked to indicate their degree of satisfaction with a list of items relating to their island visits. Table 7 summarises these findings under subheadings of: site attractions, site management and visit organisation. The results show that visitors considered their expectations were being met, and that they had high quality experiences of nature. Their responses also indicate that they were satisfied with the degree of regulation required on their visits, and the only very limited services and facilities provided to assist them.

These high satisfactions suggest managers have few immediate problems to face concerning unfulfilled visitor expectations, and that demand for additional services and facilities is not apparent. No notable areas of dissatisfaction were apparent. Visitors did indicate somewhat less satisfaction with the insufficient time spent onshore and the experience of historic attractions.

**4.4.2 Differences in satisfactions between large and small vessel passengers** There were some marked differences in the satisfaction responses of large and small vessel visitors. Tables 8 - 10 summarise those differences which were **significant**<sup>2</sup>.

##### (i) *Site attractions*

Differences between visitors from large and small vessels were apparent with respect to site attractions. Visitors on small vessels derived higher satisfaction from experiencing birdlife and plantlife, and from meeting management staff onshore (Table 8).

<sup>2</sup> Using Chi square tests ( $\chi^2$ )     · \* = p<0.01     \*\* = p<0.05     \*\*\* = p<0.001

Table 7 Overall satisfaction scores

SATISFACTION WITH ASPECTS OF THE ISLAND VISITS (n=322)	Dis- satisfied	Neutral	Satisfied	% Very Satisfied
<b>SATISFACTION WITH ISLAND ATTRACTIONS</b>				
- all the different birdlife that we saw	3	8	89	54
- all the different plantlife that we saw	3	10	87	47
- seeing some particular rare plantlife/birdlife	4	10	86	44
- our encounters with staff from the onshore bases	3	14	83	49
- the historical locations and artifacts that we saw	4	33	59	24
<b>SATISFACTION WITH SITE MANAGEMENT</b>				
- getting close enough to view the wildlife	2	5	92	58
- the presence of boardwalks and viewing sites	5	16	79	33
- the rules and regulations controlling our visits	8	14	78	32
<b>SATISFACTION WITH VISIT ORGANISATION</b>				
- information given to us on the ship	6	6	88	52
- explanation of rules and regulations of visits	3	11	86	45
- the organisation and planning of our trip	7	11	82	47
- the onshore guiding received from our trip leaders	8	11	81	49
- the information given to us while on the islands	6	14	80	44
- the group sizes we had when visiting the islands	8	14	78	42
- the amount of time we had at the islands	12	12	76	20

Table 8 Significant differences in satisfactions (large and small vessels)

SATISFACTION WITH SITE ATTRACTIONS (Large vessel n=170, small vessel n=152)			Very Dis- satisfied	Dis- satisfied	Neutral	Satisfied	Very Satisfied
- the different birdlife	Large Vessels	(***)	1	1	12	40	46
	Small Vessels		3	1	5	29	63
- the different plantlife	Large Vessels	(**)	0	1	16	44	39
	Small Vessels		3	3	5	35	55
- seeing rare plantlife/birdlife	Large Vessels	(*)	0	2	14	43	40
	Small Vessels		4	2	9	36	49
- meeting staff at onshore bases	Large Vessels	(*)	0	2	16	40	43
	Small Vessels		2	1	12	28	56

(ii) *Site Management*

Differences between visitors from large and small vessels were also apparent with respect to site management. Most notable were the more neutral responses of small vessel visitors towards the presence of boardwalks and viewing sites, and the higher satisfaction among large vessel visitors towards management rules and regulations controlling visits (Table 9).

**Table 9 Significant differences in satisfactions (large and small vessels)**

<b>SATISFACTION WITH SITE MANAGEMENT</b> (Total n=322, large vessel n=170, small vessel n=152)			Very Dis- satisfied	Dis- satisfied	Neutral	Satisfied	Very Satisfied
- boardwalks and viewing sites	Large Vessels	(*)	1	4	10	50	34
	Small Vessels		3	3	22	41	32
- rules/regulations on the visit	Large Vessels	(*)	1	6	12	44	37
	Small Vessels		5	3	15	49	27

**(iii) Visit Organisation**

The greatest differences between the satisfactions of large and small vessel visitors related to the organisation of the visits (Table 10). While both groups indicated their visit expectations were being well fulfilled, it is apparent that the expectations of small vessel visitors were being more fully achieved.

**Table 10: Significant differences in satisfactions (large and small vessels)**

<b>SATISFACTION WITH SITE VISIT ORGANISATION</b> (Total n=322, large vessel n=170, small vessel n=152)			Very Dis- satisfied	Dis- satisfied	Neutral	Satisfied	Very Satisfied
- explanation of rules/regulations	Large Vessels	(**)	0	1	16	38	44
	Small Vessels		3	3	6	43	46
- organisation/planning of trip	Large Vessels	(***)	1	4	15	45	35
	Small Vessels		4	6	23	6	60
- guiding from trip leaders	Large Vessels	(***)	1	6	17	37	39
	Small Vessels		5	5	5	26	61
- information given on island	Large Vessels	(**)	1	4	20	40	36
	Small Vessels		3	4	32	32	53
- group sizes when on islands	Large Vessels	(***)	2	7	21	41	28
	Small Vessels		4	3	6	30	56

## **5. NEGATIVE FEATURES OF ISLAND VISITS**

### **5.1 Summary**

Several questions were asked to determine what problems visitors may have expected or experienced on their island visits. Visitors were asked to specify the main problems they expected would reduce their enjoyment of their island visits, and in post-visit assessment, what the main problems actually were. They were also asked to specify any environmental impacts (including their own) which they observed while visiting. Concluding this topic was a question requesting visitor suggestions for ways in which site visits could be improved.

All these questions were open-ended, and were aimed at highlighting any key difficulties visitors perceived with the management and operation of island visits. It was considered that any such difficulties would represent the main areas in which managers would wish to act, or where tour providers would wish changes to occur to better satisfy their clients' needs.

Visitors did not indicate any specific problems at levels that should represent major concerns for island managers. The problems and site impacts perceived by visitors were not great, and only a minority specified ways in which trips could be improved.

- Bad weather and related sea-sickness were the main problems expected by visitors, especially by small vessel passengers, although these concerns appeared to be largely unfounded according to their much lower rating in post-visit assessments.
- The only specific management problem identified in post-visit responses related to the conditions and difficulties of onshore tracks. The majority of these responses were stated by large vessel visitors, reflecting their "older" age profiles, and possibly different expectations of facilities.
- On islands where landings took place, around 30% of visitors considered their visit had caused an impact, which in most cases they attributed to the trampling of soils and vegetation.
- Only about a third of visitors indicated ways to improve island visits, and most suggestions referred to a desire for more opportunities to land onshore, and a desire for spending more time onshore. These suggestions were more common from small vessel passengers. Large vessel passengers more often specified visit organisation and facility aspects as requiring some improvement.

### **5.2 Anticipated and reported problems**

Visitors were asked to specify what they expected to enjoy least about their island visits. The main response categories are presented in Table 11, with a complete record presented in Appendix 4.

**5.2.1 Responses for all visitors** Bad weather and associated sea-sickness were the main negative features that visitors expected. Very few considered the amount of sea-time would be a problem, suggesting that they accepted the reality of long periods at sea punctuated by relatively short times onshore.



Post-visit reports indicated that the anticipated problems with sea-sickness and weather were not experienced to the degree feared. The only unanticipated problem to emerge related to some visitors finding difficulty negotiating some of the onshore tracks or routes required to visit island attractions.

**Table 11 Anticipated and reported sources of problems with island visits**

SOURCES OF PROBLEMS ON ISLAND VISITS (Figures represent the % of the sample who stated each problem amongst their three choices)	Anticipated problems (n=361)	Reported problems (258)
No problems anticipated/experienced at all	13	15
Bad weather and sea-sickness	32	12
Bad weather in general	26	13
Too long spent at sea between sites	12	6
Track conditions and difficulty at some sites	4	16
Lack of time onshore at sites	3	9

**5.2.2 Response variation between large and small vessels** Differences in the responses of visitors on large and small vessels were not great overall (Table 12). Visitors on small vessels were much more apprehensive about the possibility of sea-sickness, although this was not reported as such a major problem after their visits. The prominence of weather and sea-sickness concerns does suggest that many respondents included concerns related to the whole voyage, rather than simply the problems related to island visits as they were asked.

Although specific problems related to island visits were few, some were important to different visitors. The main post-visit problem which arose related to track conditions at some sites. This was reported by 26% of visitors from the large vessels, possibly reflecting their generally older ages (Section 2.2.1). Other than this, no important visit problems appear to have arisen.

### **5.3 Perceptions of detrimental impacts at islands**

Visitors were asked to indicate whether they considered their visits had any impacts on the islands visited, and their responses are summarised in Table 13. On those islands where landings were made (e.g., Enderby, Auckland, Campbell Islands), around 30% of visitors considered their visits did have impacts. Where landings were not made, and visits comprised only viewing from zodiac dinghies close to shore, most visitors felt they had no impacts.

**Table 12 Different sources of problems for passengers on large and small vessels**

SOURCES OF PROBLEMS ON ISLAND VISITS Large vessels - pre-visit n=247, post-visit n=123, Small vessels - pre-visit n=146, post-visit n=135	Large Vessels		Small Vessels	
	Pre Visit	Post Visit	Pre Visit	Post Visit
No problems anticipated/reported at all	13	18	13	12
Bad weather in general	25	12	27	14
Bad weather and sea-sickness	19	10	44	23
Too long spent at sea between sites	12	0	12	12
Track conditions and difficulty at some sites	4	26	5	7
Lack of time onshore at sites	3	10	2	9

**Table 13 Perceptions of Impacts at Different Islands**

DID YOUR VISIT HAVE IMPACTS	Enderby Island	Auckland Island	Campbell Island	Snares Islands	Antipodes Islands	Bounty Islands	Macquarie Island
YES	31	27	33	6	0	12	17
NO	69	73	67	93	100	88	83
Total n =	105	277	298	206	56	52	57

Once visitors had indicated there was some impact from visits, they were then given an option to make an open-ended comment. Many visitors took the opportunity to indicate what the impacts they observed had been. The main points made in these comments are briefly summarised below, with detail of responses presented in Appendix 9.

- Enderby Island – 18 of the 32 visitors who indicated some impact did occur, specified trampling of plants and soils. In addition, 10 stated that any visit must have impacts.
- Auckland Island – 31 of the 75 visitors who indicated that some impact did occur, specified trampling of plants and soils. In addition, 11 indicated some minor wildlife disturbance, and 21 stated that any visit must have impacts.
- Campbell Island – 50 of the 98 visitors who indicated some impact did occur, specified trampling of plants and soils. In addition, 12 indicated some minor wildlife disturbance, and 19 stated that any visit must have impacts. Another 9 visitors noted the role of boardwalks in minimising trampling impacts.

Soil and vegetation trampling was the main impact noted by visitors who landed on these islands. Little else was apparent, apart from a small proportion who noted minor wildlife disturbance. Few comments were made about impacts on any of the other islands, largely because landings were not made upon these.

#### 5.4 Suggested improvements

The high satisfaction apparent for island visits, as indicated by the high levels of satisfaction (Section 4.4) and the low frequencies of reported problems (Section 5.2), was further reinforced by the relatively low proportion of visitors who indicated that the trip could be improved (35%). This proportion was consistent for large and small vessels. The main improvements suggested are presented in Table 14, with the complete record presented in Appendix 7.

**Table 14 Main improvements suggested for trips**

MAIN IMPROVEMENTS TO TRIPS (% making each suggestion amongst the three choices)	TOTAL % (n=180)	Large vessels (n=84)	Small vessels (n=95)
More time spent on islands when visiting	32	32	30
Allow more onshore site visits on trips	20	6	31
More information/interpretation provided on visits	13	18	8
More pre-visit information and briefings	13	14	12
Allow more controlled access to some closed sites	11	2	18
Provide better tracks for walking/use boardwalks	10	15	5
Provide better leadership and guiding	1	19	1

These results suggest that the main improvements to visits desired by small vessel visitors were increased onshore time and more visit opportunities and freedom. A similar proportion of large vessel visitors also desired greater onshore time. A higher proportion of visitors on large vessels also indicated a desire for more onshore information and interpretation, and improved track conditions. Although the differences are small, they do suggest that the visit experiences of visitors from large and small vessels differ.

Visitors also had another opportunity to indicate their feelings about how sites and visits should be managed. The results of these assessments are presented in Section 6.