

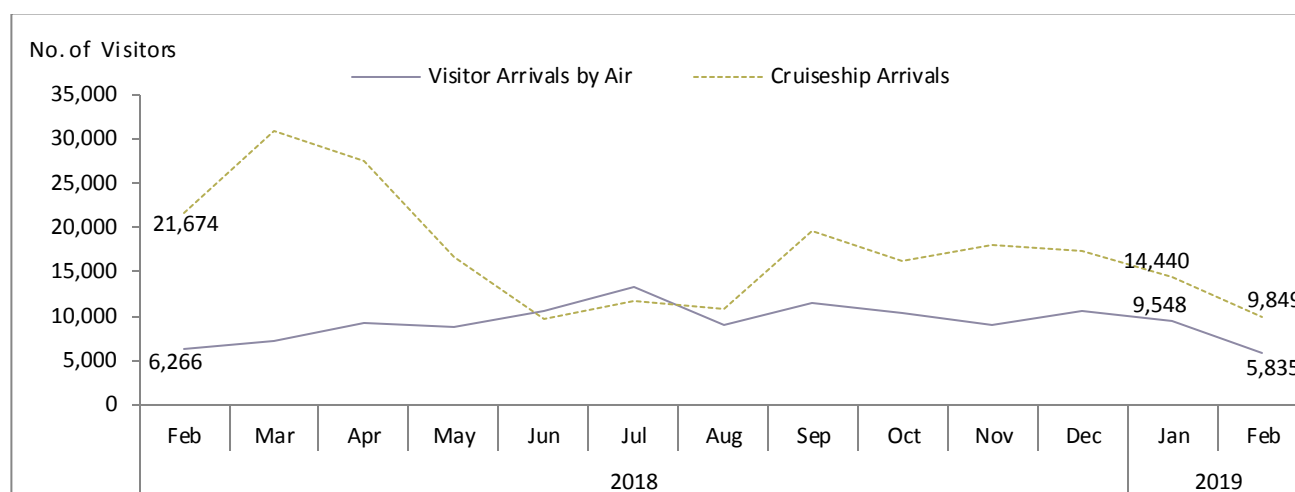
## STATISTICS UPDATE: INTERNATIONAL VISITOR ARRIVALS

### FEBRUARY 2019 PROVISIONAL HIGHLIGHTS

RELEASE DATE: 28<sup>th</sup> June 2019

#### OVERVIEW

**Fig 1: Provisional International Visitor Arrivals: February 2018 to February 2019**



- The total international visitors<sup>1</sup> by air made up 37% of all international visitors to Vanuatu. This fell by 7% over corresponding month in 2018 and also by 39% over previous month. The decline was attributed by the decrease in holiday visitors to Vanuatu.
- Cruise ship or day visitors accounted for 63% of all international visitor arrivals to Vanuatu. This is a decline of 55% compared to February 2018 and also by 32% over January 2019. Total cruise ship visits to Vanuatu in February 2019 were 4 compared to 7 cruise ships recorded in February 2018.

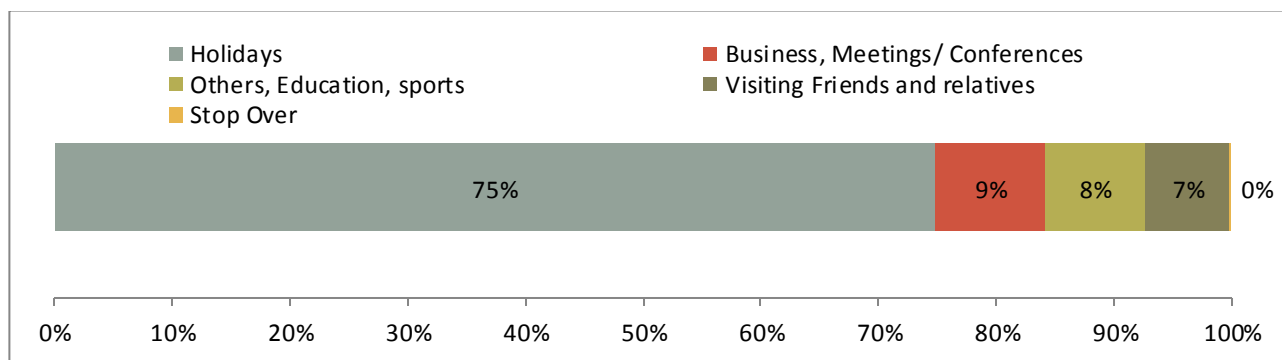
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<sup>1</sup> Visitors by both air and cruise ship

**PURPOSE OF VISIT FOR VISITORS ARRIVING BY AIR**

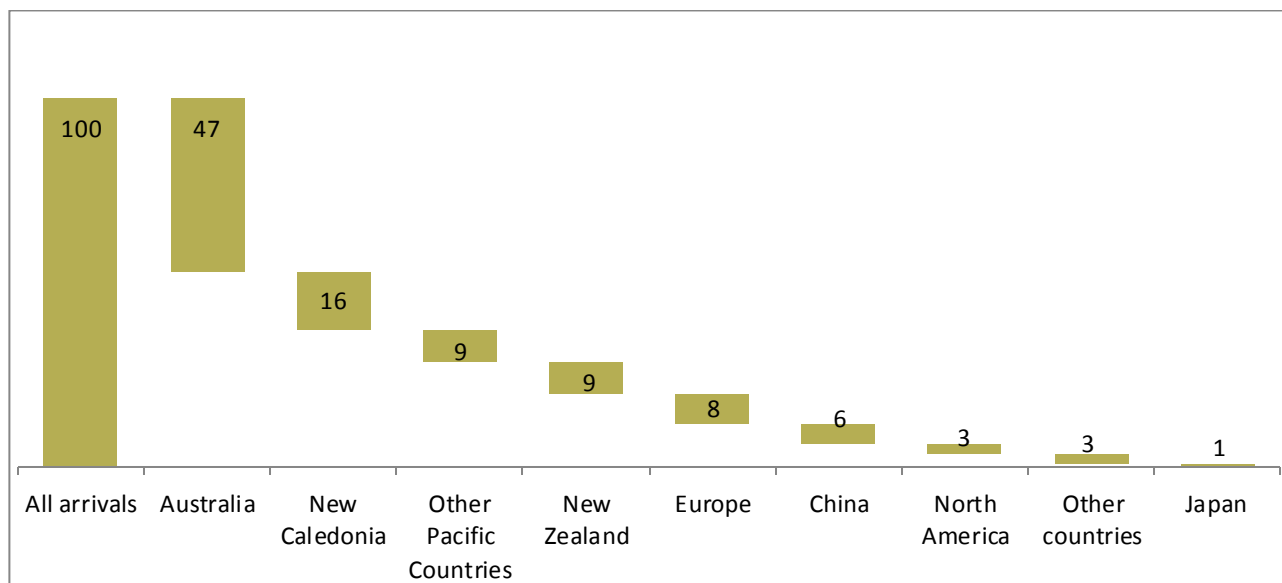
**Fig 2: Percentage share of visitors by Purpose of visit**



- Holiday visitors made up 75%; business, meetings or conferences and visitors on others, education or sports at 9% each; visiting friends and relatives at 8%; while visitor arrivals for transit at less than 1%.

**COUNTRY OF USUAL RESIDENCE FOR VISITORS ARRIVING BY AIR**

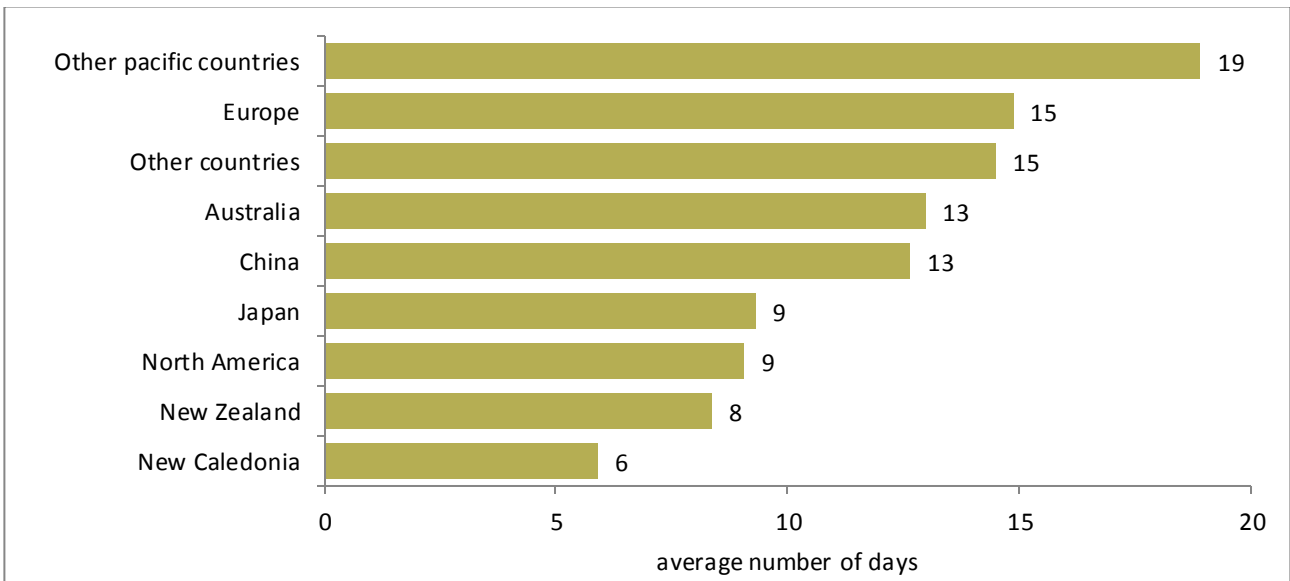
**Fig 3: Percentage share of visitors by Country of Usual Residence**



- Australian visitors made up 47% of all international visitors by air; followed by New Caledonia at 16%; other pacific countries and New Zealand at 9% each; Europe at 8%; China at 6%; North America and Other Countries at 3% each; and Japan at 1%.

**AVERAGE INTENDED LENGTH OF STAY FOR VISITORS ARRIVING BY AIR**

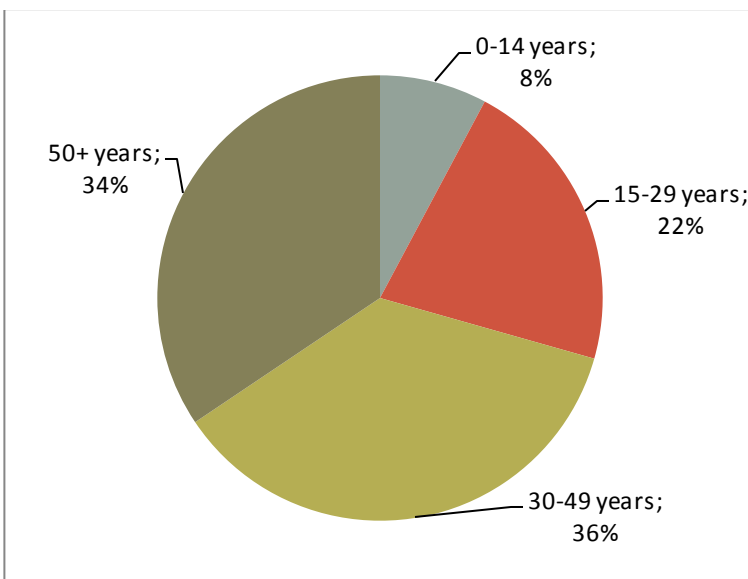
**Fig 4: Average length of stay by country of usual residence**



- International visitors by air spent an average of 17 days in Vanuatu. This is an increase of 2 days over corresponding month in 2018. Visitors from Other Pacific Countries spent an average of 19 days while visitors from Japan, North America, New Zealand and New Caledonia spent an average of less than 10 days each.

**AVERAGE AGE FOR VISITORS ARRIVING BY AIR**

**Fig 5: Proportion of visitors by age group**



- The average age for visitors by air stood at 42 years. This is 36% of age group between 30-49 years, followed by the age group of 50 years and more at 34%. (see table 6)

**SUMMARY OF VISITORS TO OUTER ISLANDS**

- Tanna Island received the highest number of visitors at 41%; followed by visitors to Santo Island at 31%. (see table 7)

**DATA SOURCE AND REVISIONS**

All International arrival and departure statistics by air provided in this report is sourced from the Passenger processing module within ASYCUDA World system and also completed Arrival and Departure cards at the Department of Immigration. Cruise ship figures are supplied by the Department of Immigration through the Passenger processing module.

The Vanuatu National Statistics Office will be releasing Provisional International Visitor Arrivals highlighted in the tables from January 2019 onwards. This will allow for anomalies and consistency checks with the Department of Customs and Inland Revenue and the Department of Immigration before release of actual figures in Quarterly or Annual Statistical Indicator report.

**NEXT UPDATE (MONTHLY)****RELEASE DATE**

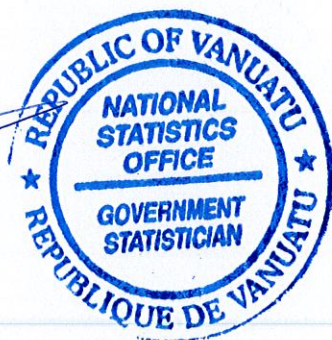
April 2019

5<sup>th</sup> July 2019**PROVINCIAL STATISTICS OFFICES****Santo Office**

PO Box 273

Luganville, Santo

SANMA PROVINCE

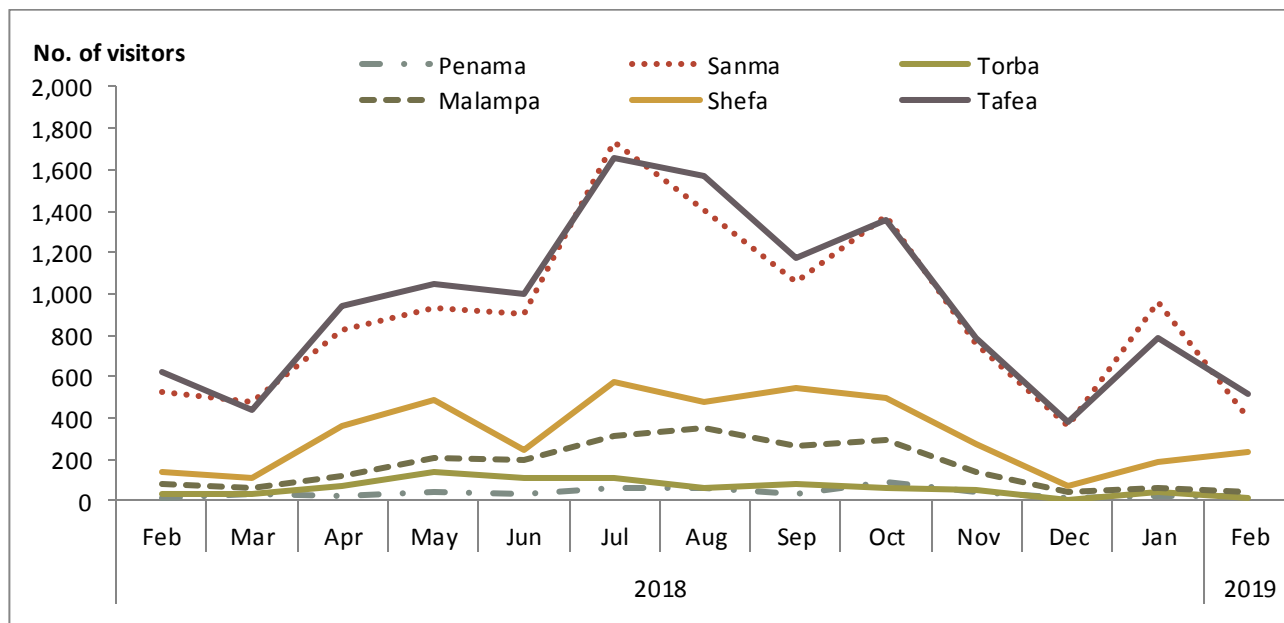


**Mr KAP Calo Andy**  
**Government Statistician**

**SUMMARY OF VISITORS TO OUTER ISLANDS<sup>2</sup> (PAGE 5)**

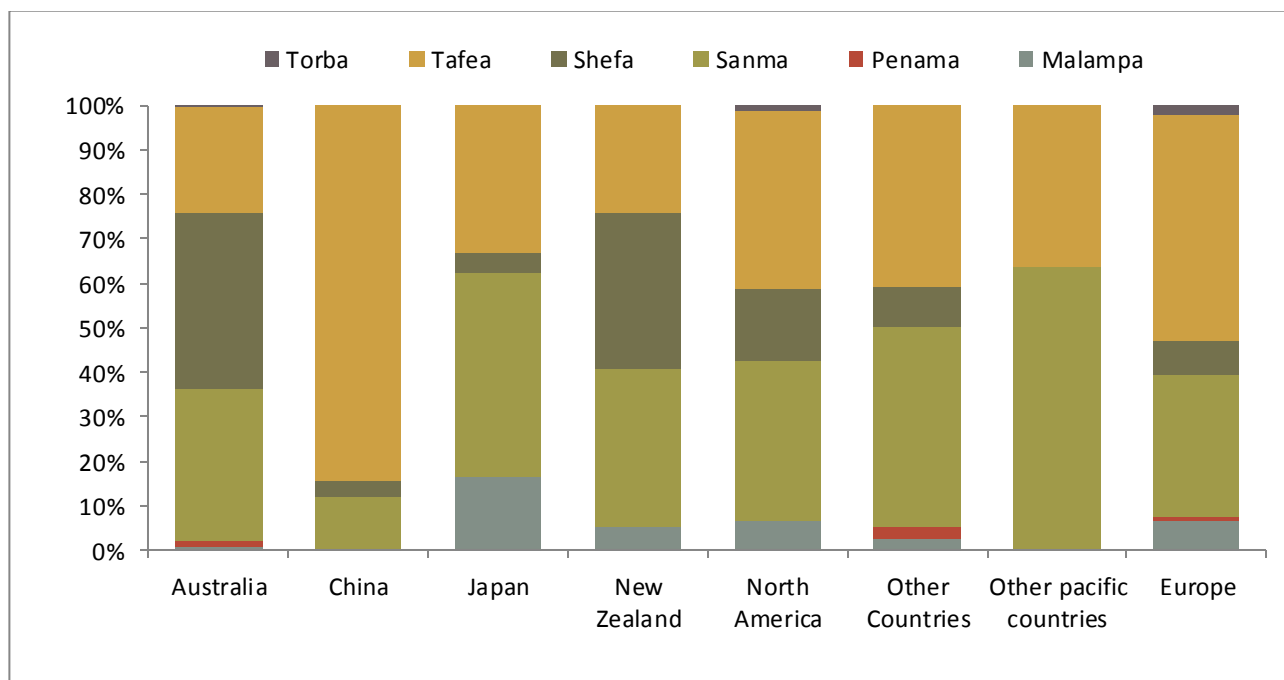
**Summary of Indicators**

- Tafea received the highest number of visitors at 42%, followed by Sanma province at 33%.
- Visitors who travelled to outer islands spent an average of 9 days.



**Figure 1: Summary of visitors to other province, February 2018 to February 2019**

\*Excludes Efate Island



**Figure 2: Proportion of visitors to other provinces**

\*Excludes Efate Island

<sup>2</sup> Data on visitors travelling to outer islands is only available from June 2014

**ANNEX 1 –VISITORS TO OUTER ISLANDS, BY PROVINCE****Table 1: Visitors to outer islands, by province**

Year	Month	Province					TOTAL	
		Torba	Sanma	Penama	Malampa	Shefa*		Tafea
2018	Feb	10	524	33	78	142	623	1,410
	Mar	30	473	33	61	112	441	1,150
	Apr	22	821	74	119	365	943	2,344
	May	46	935	143	204	485	1,050	2,863
	Jun	36	900	112	200	244	998	2,490
	Jul	57	1,732	112	317	576	1,659	4,453
	Aug	62	1,405	62	349	478	1,566	3,922
	Sep	82	1,058	32	260	548	1,172	3,152
	Oct	64	1,377	88	298	501	1,361	3,689
	Nov	51	755	39	141	273	783	2,042
	Dec	7	357	18	38	76	380	876
	2019	Jan	47	965	20	66	192	789
Feb		13	399	19	41	236	514	1,222

Source: Department of Immigration

\*Excludes Efate Island

**ANNEX 2 –AVERAGE LENGTH OF STAY (NIGHTS) FOR VISITORS TO OUTER ISLANDS, BY PROVINCE****Table 2: The average length of stay (nights) for visitors travelling to outer islands, by province**

Year	Month	Province					TOTAL	
		Torba	Sanma	Penama	Malampa	Shefa*		Tafea
2018	Feb	5.7	9.5	12.4	13.8	3.3	3.7	8.0
	Mar	1.9	7.6	5.7	5.3	13.3	4.4	6.4
	Apr	13.2	6.3	3.0	9.4	3.8	3.7	6.4
	May	4.3	6.8	5.4	5.2	3.8	3.8	4.9
	Jun	4.2	7.1	4.7	7.1	4.2	3.7	5.2
	Jul	21.4	6.8	4.6	6.8	4.6	3.7	8.0
	Aug	6.6	6.2	5.5	7.0	4.8	3.7	5.6
	Sep	3.9	6.6	6.9	5.7	3.6	3.7	5.1
	Oct	3.6	7.0	9.9	7.0	5.2	3.6	6.1
	Nov	6.2	6.4	14.2	6.4	7.1	3.4	7.3
	Dec	30.0	5.8	40.9	22.1	7.4	6.0	14.8
	2019	Jan	6.7	6.9	10.9	9.9	4.2	3.3
Feb		7.3	10.5	3.9	5.3	10.1	6.4	8.8

Source: Department of Immigration

\*Excludes Efate Island

## ANNEX 3 – VISITORS TO OTHER PROVINCES BY COUNTRY OF USUAL RESIDENCE

Table 3: The proportion of visitors to other province by Country of usual residence

Country Of Usual Residence	Province						Total
	Malampa	Penama	Sanma	Shefa	Tafea	Torba	
Australia	1%	1%	34%	39%	24%	0%	100%
China	0%	0%	12%	4%	84%	0%	100%
Japan	17%	0%	46%	4%	33%	0%	100%
New Zealand	5%	0%	36%	35%	24%	0%	100%
North America	7%	0%	36%	16%	40%	1%	100%
Other Countries	3%	3%	45%	9%	41%	0%	100%
Other pacific countries	0%	0%	64%	0%	36%	0%	100%
Europe	7%	1%	32%	8%	51%	2%	100%

Source: Department of Immigration

\*Excludes Efate Island

**Table 1 : Summary of Overseas Migration****Tableau 1 : Résumé des échanges migratoires avec l'extérieur**

Year	Month	ARRIVALS / ARRIVEES						DEPARTURES / DEPARTURES						Cruiseship Arrivals/ Croisiéristes	Année	Mois
		PORT VILA		LUGANVILLE		TOTAL		PORT VILA		LUGANVILLE		TOTAL				
		Residents Résidents	Visitors Visiteurs	Residents Résidents	Visitors Visiteurs	Residents Résidents	Visitors Visiteurs	Resident Résidents	Visitor Visiteurs	Resident Résidents	Visitors Visiteurs	Resident Résidents	Visitors Visiteurs			
2014		25,268	104,471	616	4,337	25,884	108,808	18,705	117,236	375	3,531	19,080	120,767	220,205	2014	
2015		26,655	85,527	307	4,425	26,962	89,952	19,116	95,301	161	3,030	19,277	98,331	197,471	2015	
2016		24,801	89,358	359	5,759	25,160	95,117	20,118	91,064	165	4,406	20,283	95,470	256,482	2016	
2017		27,418	103,463	830	5,707	28,248	109,170	25,845	108,427	441	3,831	26,286	112,258	223,551	2017	
2018		28,426	111,296	510	4,338	28,936	115,634	28,160	120,736	231	3,840	28,391	124,576	234,567	2018	
2014	Feb	1,491	4,878	49	131	1,540	5,009	2,051	5,763	7	85	2,058	5,848	25,728	2014	Fév
2015	Feb	1,575	5,176	9	213	1,584	5,389	2,019	5,978	12	118	2,031	6,096	18,803	2015	Fév
2016	Feb	1,180	4,018	38	256	1,218	4,274	1,760	4,491	13	298	1,773	4,789	32,021	2016	Fév
2017	Feb	1,405	5,307	33	303	1,438	5,610	1,997	5,081	8	184	2,005	5,265	18,628	2017	Fév
2018	Feb	1,355	6,089	65	177	1,420	6,266	2,234	6,443	35	125	2,269	6,568	21,674	2018	Fév
	Mar	1,594	6,864	58	252	1,652	7,116	2,647	6,073	60	189	2,707	6,262	30,844		Mar
	Apr	2,618	8,773	54	420	2,672	9,193	1,875	9,327	14	432	1,889	9,759	27,537		Avr
	May	2,682	8,389	32	464	2,714	8,853	2,364	8,884	12	307	2,376	9,191	16,576		Mai
	Jun	2,586	10,181	33	392	2,619	10,573	1,841	8,444	13	272	1,854	8,716	9,734		Juin
	Jul	2,133	12,793	6	391	2,139	13,184	2,196	13,448	3	377	2,199	13,825	11,662		Juil
	Aug	1,425	8,575	39	397	1,464	8,972	2,441	11,810	15	453	2,456	12,263	10,751		Aoû
	Sep	3,314	11,070	35	356	3,349	11,426	2,436	10,745	16	452	2,452	11,197	19,632		Sep
	Oct	2,116	9,865	50	544	2,166	10,409	2,947	12,945	15	706	2,962	13,651	16,114		Oct
	Nov	2,593	8,760	29	284	2,622	9,044	2,847	9,292	7	162	2,854	9,454	18,066		Nov
	Dec	3,710	10,221	7	247	3,717	10,468	2,006	10,034	18	148	2,024	10,182	17,321		Dec
2019	Jan [p]	2,561	9,244	25	304	2,586	9,548	2,288	13,563	9	423	2,297	13,986	14,440	2019	Jan [p]
	Feb [p]	1,401	5,727	8	108	1,409	5,835	2,535	6,792	9	84	2,544	6,876	9,849		Fév[p]

Source: Immigration Department/Service de l'Immigration



**Table 2 : Visitor Arrivals by Purpose of Visit**  
**Tableau 2 : Arrivées de visiteurs selon le motif du voyage**

Year	Month	VISITORS/VISITEURS					Total Visitors  Visiteurs global	Année	Mois
		Holidays Vacances	Visiting Friends and relatives Visite à des amis et à la famille	Business, Meetings/ Conferences Affaires, réunions ou conférence	Stop Over Escale	Others, Education, sports Autres, education, sport			
2014		86,239	7,672	8,007	1,022	5,868	108,808	2014	
2015		63,625	8,495	8,687	336	8,809	89,952	2015	
2016		71,088	8,300	8,521	551	6,657	95,117	2016	
2017		83,465	8,940	8,338	897	7,530	109,170	2017	
2018		91,726	8,616	7,552	645	7,095	115,634	2018	
2014	Feb	3,773	407	462	47	320	5,009	2014	Fév
2015	Feb	3,702	461	556	21	649	5,389	2015	Fév
2016	Feb	3,249	323	373	30	299	4,274	2016	Fév
2017	Feb	3,712	528	591	88	691	5,610	2017	Fév
2018	Feb	4,571	446	494	47	708	6,266	2018	Fév
	Mar	5,630	600	561	18	307	7,116		Mar
	Apr	7,182	741	726	27	517	9,193		Avr
	May	6,642	680	739	58	734	8,853		Mai
	Jun	8,621	688	558	61	645	10,573		Juin
	Jul	10,736	820	714	117	797	13,184		Juil
	Aug	7,212	687	711	20	342	8,972		Aoû
	Sep	9,209	739	752	54	672	11,426		Sep
	Oct	8,147	691	740	65	766	10,409		Oct
	Nov	6,862	694	675	42	771	9,044		Nov
	Dec	8,808	957	417	55	231	10,468		Dec
2019	Jan [p]	7,816	717	426	16	573	9,548	2019	Jan [p]
	Feb [p]	4,368	425	539	8	495	5,835		Fév [p]

Source: Immigration Department/Service de l'Immigration

p: provisional figures

**Table 3 : Visitor Arrivals by Usual Country of Residence**  
**Tableau 3 : Arrivées des visiteurs par pays de résidence habituelle**

Year	Month	Australia	New Zealand	New Caledonia	Other Pacific Countries	Europe	North America	Japan	China	Other Countries	TOTAL	Année	Mois
		Australie	Nouvelle-Zélande	Nouvelle-Calédonie	Autres Pays du Pacifique		Amérique du Nord	Japon	Chine	Autres pays			
2014		60,808	16,293	12,756	6,630	5,591	2,373	763	1,563	2,031	108,808	2014	
2015		46,098	13,422	10,567	5,953	5,839	2,962	633	2,186	2,292	89,952	2015	
2016		49,752	10,931	9,681	5,705	10,067	2,893	903	2,736	2,449	95,117	2016	
2017		57,387	11,554	15,880	7,147	6,806	3,016	1,076	3,612	2,692	109,170	2017	
2018		60,616	13,432	15,105	# 6,545	8,023	3,347	963	4,007	3,596	115,634	2018	
2014	Feb	2,608	310	968	357	304	207	33	101	121	5,009	2014	Fév
2015	Feb	2,479	386	991	504	389	164	53	258	165	5,389	2015	Fév
2016	Feb	1,714	310	200	396	1,027	180	67	226	154	4,274	2016	Fév
2017	Feb	2,328	343	1,062	612	520	197	59	302	187	5,610	2017	Fév
2018	Feb	2,606	381	1,238	606	490	229	63	385	268	6,266	2018	Fév
	Mar	3,819	523	1,000	424	465	219	60	321	285	7,116		Mar
	Apr	4,878	820	1,308	491	589	319	105	392	291	9,193		Avr
	May	4,456	996	1,173	667	554	271	93	320	323	8,853		Mai
	Jun	5,563	1,409	1,398	524	631	372	56	299	321	10,573		Juin
	Jul	7,056	2,135	1,129	728	835	436	93	366	406	13,184		Juil
	Aug	4,071	1,483	1,195	424	737	278	102	385	297	8,972		Août
	Sep	6,330	1,658	888	491	1,023	221	122	328	365	11,426		Sep
	Oct	5,731	1,302	1,246	551	679	273	65	292	270	10,409		Oct
	Nov	4,754	854	916	660	946	269	57	284	304	9,044		Nov
	Dec	6,146	1,067	1,485	451	504	209	84	318	204	10,468		Dec
2019	Jan [p]	5,251	767	1,786	481	523	229	61	284	166	9,548	2019	Jan [p]
	Feb [p]	2,740	503	923	526	456	152	57	326	152	5,835		Fév [p]

Source: Immigration Department/Service de l'Immigration

p: provisional figures

**Table 4 : Overseas Arrivals of Residents by Nationality****Tableau 4 : Arrivées des résidents par nationalité**

Year	Month	Ni-Vanuatu	Australian Australien	French Français	British Anglais	New Zealander Néo- Zélandais	Asian Asiatiques	Pacific Islanders Autres pays du Pacifique	North Americans Américain du Nord	Other countries Autres pays	TOTAL	Année	Mois
2014		15,044	4,297	1,934	104	1,274	966	1,161	690	414	25,884	2014	
2015		17,406	3,557	1,672	95	1,206	1,008	1,045	569	404	26,962	2015	
2016		18,511	2,516	1,120	164	855	741	645	343	264	25,160	2016	
2017		21,967	2,463	1,036	118	797	712	564	358	233	28,248	2017	
2018		23,610	1,919	750	97	591	875	593	273	228	28,936	2018	
2014	Feb	678	319	176	1	100	75	98	67	26	1,540	2014	Fév
2015	Feb	814	258	180	0	96	83	80	46	27	1,584	2015	Fév
2016	Feb	859	147	51	5	56	41	30	15	14	1,218	2016	Fév
2017	Feb	1,128	110	54	3	36	42	33	18	14	1,438	2017	Fév
2018	Feb	1,085	137	38	6	33	56	26	25	14	1,420	2018	Fév
	Mar	1,329	140	38	4	24	59	23	18	17	1,652		Mar
	Apr	2,246	149	86	6	53	53	48	14	17	2,672		Avr
	May	2,322	143	47	13	33	81	47	13	15	2,714		Mai
	Jun	2,211	128	65	6	45	78	39	23	24	2,619		Juin
	Jul	1,642	154	46	7	41	92	106	31	20	2,139		Juil
	Aug	1,186	95	54	7	39	34	32	11	6	1,464		Août
	Sep	2,913	175	58	10	46	57	43	26	21	3,349		Sep
	Oct	1,531	246	106	11	77	87	50	30	28	2,166		Oct
	Nov	2,216	146	58	7	50	79	37	13	16	2,622		Nov
	Dec	3,391	102	47	5	32	61	34	27	18	3,717		Dec
2019	Jan [p]	120	125	14	204	130	1,828	33	89	43	2,586	2019	Jan [p]
	Feb [p]	816	191	105	14	47	105	60	36	35	1,409		Fév [p]

Source: Immigration Department / Service de l'Immigration

**Table 5 : Visitors Arriving by Air Intended Length of Stay\***  
**Tableau 5 : Arrivée des Visiteurs à longue durée de Séjour**

Year	Month	AVERAGE INTENDED LENGTH OF STAY / LA MOYENNE DE LONGUE DUREE DE SEJOUR			Année	Mois
		Port Vila	Luganville	Vanuatu		
2014		9.5	11.5	10.5	2014	
2015		10.5	11.7	11.1	2015	
2016		10.2	11.6	10.9	2016	
2017		10.4	12.3	11.4	2017	
2018		9.9	11.9	10.9	2018	
2014	Feb	13.1	16.7	14.9	2014	Fév
2015	Feb	12.5	10.8	11.7	2015	Fév
2016	Feb	11.4	10.7	11.0	2016	Fév
2017	Feb	14.5	12.7	13.6	2017	Fév
2018	Feb	13.5	15.8	14.6	2018	Fév
	Mar	9.2	11.2	10.2		Mar
	Apr	11.4	10.2	10.8		Avr
	May	9.1	10.8	9.9		Mai
	Jun	9.6	11.5	10.5		Juin
	Jul	10.6	13.3	11.9		Juil
	Aug	8.8	11.0	9.9		Août
	Sep	9.5	10.9	10.2		Sep
	Oct	10.0	12.2	11.1		Oct
	Nov	8.8	12.0	10.4		Nov
	Dec	7.6	11.8	9.7		Dec
2019	Jan [p]	12.4	12.0	12.2	2019	Jan [p]
	Feb [p]	10.9	22.6	16.8		Fév [p]

Source: Immigration Department/Service de l'Immigration

p: provisional figures

**Table 6 : Visitors Arriving by Air Average Age****Tableau 6 : Arrivée des Visiteurs par Age moyen**

Year	Month	AVERAGE AGE OF VISITORS / L'AGE MOYEN DES VISITEURS			Année	Mois
		Port Vila	Luganville	Vanuatu		
2014	Feb	44.8	38.9	41.9	2014	Fév
2015	Feb	39.6	46.4	43.0	2015	Fév
2016	Feb	40.5	42.2	41.3	2016	Fév
2017	Feb	39.1	46.2	42.6	2017	Fév
	Mar	42.0	43.2	42.6	2017	Mar
	Apr	38.2	43.5	40.8		Avr
	May	41.5	44.4	42.9		Mai
	Jun	39.2	38.2	38.7		Juin
	Jul	37.8	40.5	39.2		Juil
	Aug	41.6	44.1	42.8		Aoû
	Sep	35.7	43.0	39.4		Sep
	Oct	40.0	42.7	41.3		Oct
	Nov	41.6	43.4	40.7		Nov
	Dec	36.5	38.1	37.3		Dec
	2018	Jan	36.4	39.4	37.9	2018
Feb		40.1	46.1	43.1		Fév
Mar		41.0	43.9	42.5		Mar
Apr		36.9	40.5	38.7		Avr
May		39.3	48.1	43.7		Mai
Jun		39.8	43.1	41.5		Juin
Jul		38.4	40.6	39.5		Juil
Aug		39.5	46.1	42.8		Aoû
Sep		39.2	42.7	40.9		Sep
Oct		39.6	44.6	42.1		Oct
Nov		40.5	44.7	42.6		Nov
Dec		36.0	38.8	37.4		Dec
2019	Jan [p]	35.1	37.7	36.4	2019	Jan [p]
	Feb [p]	39.9	44.3	42.1		Fév [p]

Source: Immigration Department/Service de l'Immigration

p: provisional figures

**Table 7: Visitors travelling to Outer Islands, Vanuatu****Tableau 7: Les visiteurs en voyage d'Îles Extérieures, Vanuatu**

Year	Month	Tanna	Santo	Efate offshore	Pentecost	Malekula	Ambrym	Other Islands	TOTAL	Année	Mois
				Islands Efate et les îles côtières	Island îles Pentecôte						
2014		6,343	4,739	2,144	379	636	521	1,349	16,111	2014	
2015		7,295	5,342	3,201	1,093	945	775	1,572	20,223	2015	
2016		7,774	6,861	4,328	820	935	863	1,973	23,554	2016	
2017		10,301	8,840	3,333	550	1,071	837	2,416	27,348	2017	
2018		11,258	10,349	4,419	527	1,220	874	2,460	31,107	2018	
2015	Feb	264	208	46	11	27	25	65	646	2015	Fév
2016	Feb	359	342	200	13	44	29	69	1,056	2016	Fév
2017	Feb	349	311	65	11	36	21	72	865	2017	Fév
2018	Feb	607	494	147	21	60	17	64	1,410	2018	Fév
	Mar	404	428	130	10	33	27	118	1,150		Mar
	Apr	872	660	417	63	59	56	217	2,344		Avr
	May	963	855	508	135	114	79	209	2,863		Mai
	Jun	932	836	263	102	117	71	169	2,490		Juin
	Jul	1,565	1,566	628	81	145	133	335	4,453		Juil
	Aug	1,465	1,303	544	31	206	126	247	3,922		Août
	Sep	1,031	910	611	13	144	98	345	3,152		Sep
	Oct	1,221	1,146	586	33	160	130	413	3,689		Oct
	Nov	755	707	289	27	75	54	135	2,042		Nov
	Dec	363	335	76	4	31	7	60	876		Dec
2019	Jan [p]	779	873	192	13	60	4	158	2,079	2019	Jan [p]
	Feb [p]	503	375	236	7	41	8	52	1,222		Fév [p]

**Source: Department of Immigration**

Note: Data on visitors travelling to outer islands is only available from May 2014

p: provisional figures

**Table 8: Visitors usual residence arrivals by purpose of visit****Tableau 8: visiteurs résidences habituelles arrivées par voie aérienne, par motif de visite**

Country of Usual Residence Pays de résidence habituelle	Visiting Friends and relatives		Holiday		Business		All Other		Total Visitors
	Visite d'amis et de parents	% share	Vacances	% share	Affaires	% share	Tous les autres	% share	
Australia/ Australie	191	7%	2,255	82%	205	7%	90	3%	2,741
New Caledonia/ Nouvelle Caledonie	14	4%	284	87%	16	5%	12	4%	326
New Zealand/Nouvelle Zeland	39	9%	355	78%	35	8%	24	5%	453
Europe	4	7%	47	82%	3	5%	3	5%	57
China/Chine	80	9%	758	82%	26	3%	59	6%	923
North America/ Amerique du Nord	9	6%	103	68%	23	15%	17	11%	152
Other Pacific Countries/Autre pays du pacifique	39	8%	338	67%	76	15%	50	10%	503
Other Countries/Autres Pays	11	7%	97	63%	21	14%	25	16%	154
Japan/Japon	38	7%	130	25%	134	25%	224	43%	526
Total Visitors	425		4,367		539		504		5,835

Source: Immigration Department/Service de l'Immigration