

**Latest statistics on levy income, inbound arrivals, Mainland inbound tour group registration, air ticket sales and complaints**

**Levy income**

-	February 2009 / February 2008	HK\$1,245,000 / 1,776,000	-29.9%
-	Jan - Feb 2009 / Jan - Feb 2008	HK\$3,884,000 / 5,798,000	-33.0%

**Inbound arrivals**

*(Source: HKTB)*

-	Total arrivals in January 2009 / January 2008	2,796,099 / 2,518,566
	Difference:	+11.0%

- Arrivals from individual markets in January 2009:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2008</u>	<u>Market</u> <u>share</u>
Mainland China	1,892,336	+31.3%	67.7%
Taiwan	181,764	-3.9%	6.5%
Japan	94,146	-19.5%	3.4%
USA	76,682	-26.3%	2.7%

**Mainland inbound tour group registration**

-	February 2009 / February 2008	5,952 / 4,781	+24.5%
-	Jan - Feb 2009 / Jan - Feb 2008	11,627 / 9,363	+24.1%

**Air ticket sales** *(Source: IATA)*

Total billing:

-	01 - 15 February 2009	HK\$ 466 million
-	01 - 15 February 2008	HK\$ 449 million
	Difference:	+3.8%
-	01 Jan - 15 Feb 2009	HK\$ 1,651 million
-	01 Jan - 15 Feb 2008	HK\$ 2,278 million
	Difference:	-27.5%

No. of transactions:

-	01 - 15 February 2009	168,270
-	01 - 15 February 2008	156,247
	Difference:	+7.7%
-	01 Jan - 15 Feb 2009	547,166
-	01 Jan - 15 Feb 2008	708,346
	Difference:	-22.8%

### **Complaints**

Outbound travellers:

-	February 2009 / February 2008	55 / 102	-47.0%
-	Jan - Feb 2009 / Jan - Feb 2008	125 / 201	-37.8%

Inbound travellers:

-	February 2009 / February 2008	19 / 6	+216.7%
		(ALL PRC / ALL PRC)	
-	Jan - Feb 2009 / Jan - Feb 2008	44 / 24	+83.3%
		(43 PRC 1 SEA / 21 PRC 2 SEA 1 UK)	

### **Enquiries**

Outbound travellers:

-	February 2009 / February 2008	464 / 885	-47.6%
-	Jan - Feb 2009 / Jan - Feb 2008	1,095 / 1,783	-38.6%

Inbound travellers:

-	February 2009 / February 2008	5 / 4	+25.0%
		(4 PRC 1 USA / ALL PRC )	
-	Jan - Feb 2009 / Jan - Feb 2008	8 / 8	0.0%
		(7 PRC 1 USA / ALL PRC)	

## **Requests for assistance**

Inbound travellers:

- February 2009 / February 2008            34 / 22            +54.5%  
(ALL PRC / 21 PRC 1 USA)
  
- Jan - Feb 2009 / Jan - Feb 2008            44 / 67            -34.3%  
(ALL PRC / 65 PRC 1 USA 1 SEA)