

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

Levy income

(Source: TIC)

-	May 2009 / May 2008	HK\$ 1,442,000 / 2,640,000	-45.4%
-	Jan - May 2009 / Jan - May 2008	HK\$10,155,000 / 12,951,000	-21.6%

Inbound arrivals

(Source: HKTB)

-	Total arrivals in April 2009 / April 2008	2,439,490 / 2,419,911
	Difference:	+0.8%

-	Total arrivals in Jan - Apr 2009 / Jan - Apr 2008	9,843,203 / 9,695,432
	Difference:	+1.5%

-	Arrivals from individual markets in April 2009:		
	<u>No. of visitors</u>	<u>Compared with</u> <u>2008</u>	<u>Market</u> <u>share</u>
	Mainland China	1,406,500	+7.8%
	Taiwan	169,760	-10.5%
	Japan	81,442	-13.0%
	USA	98,067	-12.5%

-	Arrivals from individual markets in Jan - Apr 2009:		
	<u>No. of visitors</u>	<u>Compared with</u> <u>2008</u>	<u>Market</u> <u>share</u>
	Mainland China	6,082,309	+11.4%
	Taiwan	654,688	-9.6%
	Japan	397,537	-5.1%
	USA	341,186	-16.9%

Mainland inbound tour group registration

(Source: TIC)

-	May 2009 / May 2008	2,824 / 5,185	-45.6%
-	Jan - May 2009 / Jan - May 2008	29,260 / 24,437	+19.7%

Air ticket sales

(Source: IATA)

Total billing:

-	01 - 31 May 2009	HK\$ 996 million
-	01 - 31 May 2008	HK\$ 2,139 million
	Difference:	-53.5%
-	01 Jan - 31 May 2009	HK\$ 5,585 million
-	01 Jan - 31 May 2008	HK\$ 8,292 million
	Difference:	-32.6%

No. of transactions:

-	01 - 31 May 2009	346,149
-	01 - 31 May 2008	560,926
	Difference:	-38.3%
-	01 Jan - 31 May 2009	1,986,495
-	01 Jan - 31 May 2008	2,451,964
	Difference:	-19.0%

Complaints

(Source: TIC)

Outbound travellers:

-	May 2009 / May 2008	67 / 94	-28.7%
-	Jan - May 2009 / Jan - May 2008	386 / 466	-17.2%

Inbound travellers:

- | | | | |
|---|---------------------------------|--|--------|
| - | May 2009 / May 2008 | 23 / 17 | +35.3% |
| | | (22 PRC 1 SEA / ALL PRC) | |
| - | Jan - May 2009 / Jan - May 2008 | 122 / 62 | +96.8% |
| | | (118 PRC 3 SEA 1 EU / 58 PRC 2 SEA 2 UK) | |

Enquiries

(Source: TIC)

Outbound travellers:

- | | | | |
|---|---------------------------------|---------------|--------|
| - | May 2009 / May 2008 | 728 / 865 | -15.8% |
| - | Jan - May 2009 / Jan - May 2008 | 3,601 / 4,156 | -13.4% |

Inbound travellers:

- | | | | |
|---|--------------------------------------|---------|---------|
| - | May 2009 / May 2008 | 17 / 5 | +240.0% |
| | (14 PRC 2 SEA 1 USA / 4 PRC 1 OTHS) | | |
| - | Jan - May 2009 / Jan - May 2008 | 41 / 17 | +141.2% |
| | (37 PRC 2 SEA 2 USA / 16 PRC 1 OTHS) | | |

Requests for assistance

(Source: TIC)

Inbound travellers:

- | | | | |
|---|---------------------------------|--|-------|
| - | May 2009 / May 2008 | 22 / 23 | -4.3% |
| | | (21 PRC 1 OTHS / 22 PRC 1 SEA) | |
| - | Jan - May 2009 / Jan - May 2008 | 151 / 154 | -1.9% |
| | | (150 PRC 1 OTHS / 152 PRC 1 USA 1 SEA) | |