

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

Levy income

(Source: TIC)

-	July 2009 / July 2008	HK\$ 1,900,000 / 1,859,000 *	+2.2%
-	Jan - Jul 2009 / Jan - Jul 2008	HK\$14,038,000 / 17,664,000	-20.5%

\* Since the levy has been reduced by 50% since 3 July 2009, the figure for July 2008 is halved for comparison.

Inbound arrivals

(Source: HKTb)

-	Total arrivals in June 2009 / June 2008	1,826,004 / 2,147,926
	Difference:	-15.0%

-	Total arrivals in Jan - June 2009 / Jan - June 2008	13,696,779 / 14,185,504
	Difference:	-3.4%

-	Arrivals from individual markets in June 2009:			
		<u>No. of visitors</u>	<u>Compared with</u> <u>2008</u>	<u>Market</u> <u>share</u>
	Mainland China	1,012,386	-11.6%	55.4 %
	Taiwan	139,903	-23.9%	7.7%
	Japan	70,886	-34.2%	3.9%
	USA	87,574	-8.8%	4.8%

-	Arrivals from individual markets in Jan - June 2009:			
	<u>No. of visitors</u>	<u>Compared with</u>	<u>Market</u>	
		<u>2008</u>	<u>share</u>	
	Mainland China	8,261,925	+4.6%	60.3%
	Taiwan	942,566	-13.1%	6.9%
	Japan	546,579	-13.6%	4.0%
	USA	571,531	-15.0%	3.7%

### Mainland inbound tour group registration

(Source: TIC)

-	July 2009 / July 2008	3,466 / 5,868	-40.9%
-	Jan - Jul 2009 / Jan - Jul 2008	34,457 / 33,943	+1.5%

### Air ticket sales

(Source: IATA)

#### Total billing:

-	01 - 31 July 2009	HK\$ 1,532 million
-	01 - 31 July 2008	HK\$ 2,067 million
	Difference:	-25.9%
-	01 Jan - 31 July 2009	HK\$ 8,470 million
-	01 Jan - 31 July 2008	HK\$ 12,022 million
	Difference:	-29.5%

#### No. of transactions:

-	01 - 31 July 2009	511,261
-	01 - 31 July 2008	563,405
	Difference:	-9.3%
-	01 Jan - 31 July 2009	2,938,462
-	01 Jan - 31 July 2008	3,489,791
	Difference:	-15.8%

### Complaints

(Source: TIC)

#### Outbound travellers:

-	July 2009 / July 2008	91 / 104	-12.5%
		(27 referred by Consumer Council)	
-	Jan - Jul 2009 / Jan - Jul 2008	531 / 672	-20.9%

Inbound travellers:

-	July 2009 / July 2008	29 / 16	+81.2%
		(8 referred by Consumer Council)	
		(28 PRC 1 SEA / ALL PRC)	
-	Jan - Jul 2009 / Jan - Jul 2008	176 / 87	+102.2 %
		(168 PRC 6 SEA 2 EU / 83 PRC 2 SEA 2 EU)	

## Enquiries

(Source: TIC)

Outbound travellers:

-	July 2009 / July 2008	622 / 758	-17.9%
-	Jan - Jul 2009 / Jan - Jul 2008	4,780 / 5,668	-15.7%

Inbound travellers:

-	July 2009 / July 2008	5 / 4	+25.0%
		(ALL PRC / ALL PRC)	
-	Jan - Jul 2009 / Jan - Jul 2008	59 / 22	+168.1%
		(53 PRC 2 SEA 2 USA 1 AUS 1 OTHS / 21 PRC 1 OTHS)	

### Requests for assistance

(Source: TIC)

Inbound travellers:

-	July 2009 / July 2008	13 / 25	-48.0%
		(3 referred by Consumer Council )	
		(11 PRC 2 SEA / ALL PRC)	
-	Jan - Jul 2009 / Jan - Jul 2008	174 / 196	-11.2%
		(171 PRC 2 SEA 1 OTHS / 193 PRC 1 USA 2 SEA)	