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

Levy income

(Source: TIC)

- September 2009 / September 2008 HK\$ 1,329,000 / 1,116,500* +19.0% - Jan - Sept 2009 / Jan - Sept 2008 HK\$16,728,000 / 19,830,000 -15.6%

Inbound arrivals

(Source: HKTB)

- Total arrivals in August 2009 / August 2008 2,834,178 / 2,679,092 Difference: +5.8%

- Total arrivals in Jan - Aug 2009 / Jan - Aug 2008 18,909,255 / 19,573,971 Difference: -3.4%

- Arrivals from individual markets in August 2009:

<u>1</u>	No. of visitors	Compared with	<u>Market</u>
		<u>2008</u>	<u>share</u>
Mainland China	1,855,907	+9.2%	65.5 %
Taiwan	205,646	-3.7%	7.3%
Japan	110,854	+1.5%	3.9%
USA	84,269	+12.3%	3.0%

- Arrivals from individual markets in Jan - Aug 2009:

No.	of visitors	Compared with	Market
		<u>2008</u>	share
Mainland China	11,550,572	+2.6%	61.1%
Taiwan	1,338,505	-11.5%	7.1%
Japan	753,195	-11.2%	4.0%
USA	692,312	-10.1%	3.7%

^{*} Since the levy has been reduced by 50% since 3 July 2009, the figures from July to September 2008 are halved for comparison.

Mainland inbound tour group registration

(Source: TIC)

-	September 2009 / September 2008	4,457 / 3,640	+22.4%

- Jan - Sept 2009 / Jan - Sept 2008 44,982 / 42,341 +6.2%

Air ticket sales

(Source: IATA)

Total billing:

-	01 - 30 September 2009	HK\$ 1,445 million
-	01 - 30 September 2008	HK\$ 1,656 million
	Difference:	-12.7%

-	01 Jan - 30 September 2009	HK\$ 11,097 million
-	01 Jan - 30 September 2008	HK\$ 14,889 million
	Difference:	-25.5%

No. of transactions:

-	01 - 30 September 2009	456,969
-	01 - 30 September 2008	441,189
	Difference:	+3.6%

-	01 Jan - 30 September 2009	3,806,404
-	01 Jan - 30 September 2008	4,295,848
	Difference:	-11.4%

Complaints

(Source: TIC)

Outbound travellers:

-	September 2009 / September 2008	76 / 111	-31.5%
		(14 referred b	v Consumer Council)

- Jan - Sept 2009 / Jan - Sept 2008 690 / 873 -21.0%

Inbound travellers:

- Sept 2009 / Sept 2008 25 / 13 +92.3% (10 referred by Consumer Council) (24 CHN 1 SEA / ALL CHN)
- Jan Sept 2009 / Jan Sept 2008 224 / 118 +89.8 %
 (215 CHN 5 SEA 1 UK 3 OTH / 113 CHN 3 SEA 2 UK)

Enquiries

(Source: TIC)

Outbound travellers:

- September 2009 / September 2008 551 / 1,236 -55.4%
- Jan Sept 2009 / Jan Sept 2008 5,959 / 7,753 -23.1%

Inbound travellers:

- September 2009 / September 2008 13 / 4 +225.0% (12 CHN 1 SEA / 3 CHN 1 AUS)
- Jan Sept 2009 / Jan Sept 2008 92 / 36 +155.6%
 (84 CHN 2 SEA 2 USA 1 AUS 3 OTH / 34 CHN 1 AUS 1 OTH)

Requests for assistance

(Source: TIC)

Inbound travellers:

- September 2009 / September 2008 15 / 24 -37.5% (5 referred by Consumer Council) (14 CHN 1 SEA / 22 CHN 1 SEA 1 OTH)
- Jan Sept 2009 / Jan Sept 2008 196 / 252 -22.2%
 (191 CHN 2 SEA 1 UK 2 OTH / 247 CHN 3 SEA 1 USA 1 OTH)