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

Levy income

-	November 2009 / November 2008	HK\$ 1,565,000 / 980,500*	+59.6%
-	Jan - Nov 2009 / Jan - Nov 2008	HK\$19,302,000 / 21,948,550	-12.1%

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

Inbound arrivals

(Source: HKTB)

-	Total arrivals in October 2009 / October 2008	2,761,945 / 2,532,740
	Difference:	+9.0%
-	Total arrivals in Jan - Oct 2009 / Jan - Oct 2008	23,921,918 / 24,301,551
	Difference:	-1.6%

- Arrivals from individual markets in October 2009:

	No. of visitors	Compared with 2008	<u>Market</u> <u>share</u>
Mainland China	a 1,686,686	+22.8%	61.1%
Taiwan	172,774	-11.4%	6.3%
Japan	94,828	-11.5%	3.4%
USA	105,758	-3.0%	3.8%

- Arrivals from individual markets in Jan - Oct 2009:

	No. o	f visitors	Compared with	<u>Market</u>
			<u>2008</u>	<u>share</u>
Mainland Ch	nina	14,563,368	+4.9%	60.9%
Taiwan		1,659,417	-12.3%	6.9%
Japan		973,498	-9.5%	4.1%
USA		875,091	-8.7%	3.9%

Mainland inbound tour group registration

-	November 2009 / November 2008	7,154 / 5,829	+22.7%
-	Jan - Nov 2009 / Jan - Nov 2008	56,887 / 52,069	+9.2%

Air ticket sales

(Source: IATA)

Total billing:

-	01 - 30 November 2009	HK\$ 1,496 million
-	01 - 30 November 2008	HK\$ 1,354 million
	Difference:	+10.5%
-	01 Jan - 30 November 2009	HK\$ 13,895 million
-	01 Jan - 30 November 2008	HK\$ 17,696 million
	Difference:	-21.5%

No. of transactions:

-	01 - 30 November 2009	463,465
-	01 - 30 November 2008	395,934
	Difference:	+17.1%
-	01 Jan - 30 November 2009	4,697,142
-	01 Jan - 30 November 2008	5,127,063
	Difference:	-8.4%

Complaints

Outbound travellers:

- November 2009 / November 2008 71 / 89 -20.2%

(21 referred by Consumer Council)

- Jan - Nov 2009 / Jan - Nov 2008 840 / 1,043 -19.5%

Inbound travellers:

- November 2009 / November 2008 30 / 18 +66.7% (ALL CHN / ALL CHN)
- Jan Nov 2009 / Jan Nov 2008 277 / 154 +80.0% (268 CHN 5 SEA 1 UK 3 OTH / 149 CHN 3 SEA 2 UK)

Enquiries

Outbound travellers:

November 2009 / November 2008 499 / 885 -43.6%
 Jan - Nov 2009 / Jan - Nov 2008 6,997 / 9,278 -24.6%

Inbound travellers:

- November 2009 / November 2008 14 / 4 +250.0% (13 CHN 1 OTH / 3 CHN 1 USA)
- Jan Nov 2009 / Jan Nov 2008 130 / 45 +189.0% (118 CHN 2 SEA 2 USA 1 AUS 7 OTH / 42 CHN 1 AUS 1 USA 1 OTH)

Requests for assistance

Inbound travellers:

- November 2009 / November 2008 21 / 20 +5.0% (ALL CHN / 19 CHN 1 SEA)
- Jan Nov 2009 / Jan Nov 2008 237 / 284 -16.5%
 (230 CHN 2 SEA 1 UK 4 OTH / 278 CHN 4 SEA 1 USA 1 OTH)