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

Levy income

-	December 2009 / December 2008	HK\$ 1,472,000 / 1,586,000*	-7.2%
-	Jan - Dec 2009 / Jan - Dec 2008	HK\$20,774,000 / 23,534,550	-11.7%

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

Inbound arrivals

(Source: HKTB)

-	Total arrivals in November 2009 / November 2008	2,606,085 / 2,421,457
	Difference:	+7.6%
-	Total arrivals in Jan - Nov 2009 / Jan - Nov 2008	26,528,003 / 26,723,008
	Difference:	-0.7%
	Difference:	-0.7%

- Arrivals from individual markets in November 2009:

	No. of visitors	Compared with	<u>Market</u>
		2008	share
Mainland Chin	na 1,544,531	+13.3%	59.3%
Taiwan	162,302	-5.1%	6.2%
Japan	110,671	-5.7%	4.2%
USA	102,851	+2.6%	3.9%

- Arrivals from individual markets in Jan - Nov 2009:	-	Arrivals from	individual	markets	in Jan -	Nov 2009:
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No. of visitors		Compared with	Market
		<u>2008</u>	share
Mainland China	16,107,898	+5.7%	60.7%
Taiwan	1,821,719	-11.7%	6.9%
Japan	1,084,169	-9.1%	4.1%
USA	977,942	-7.6%	3.7%

Mainland inbound tour group registration

-	December 2009 / December 2008	6,254 / 6,461	-3.2%
-	Jan - Dec 2009 / Jan - Dec 2008	63,141 / 58,530	+7.8%

Air ticket sales

(Source: IATA)

Total billing:

-	01 - 31 December 2009	HK\$ 1,376 million
-	01 - 31 December 2008	HK\$ 1,322 million
	Difference:	+4.1%
-	01 Jan - 31 December 2009	HK\$ 15,271 million
-	01 Jan - 31 December 2008	HK\$ 19,019 million
	Difference:	-19.7%
No.	of transactions:	
-	01 - 31 December 2009	424,335
-	01 - 31 December 2008	428,532
	Difference:	-1.0%
-	01 Jan - 31 December 2009	5,121,477
-	01 Jan - 31 December 2008	5,555,595

Complaints

Outbound travellers:

-	December 2009 / December 2008	73 / 86 -15.2%
		(9 referred by Consumer Council)
-	Jan - Dec 2009 / Jan - Dec 2008	913 / 1,129 -19.2%

Inbound travellers:

- December 2009 / December 2008 48 / 19 +152.6%
 (45 CHN 1 SEA 1 UK 1 OTHS / 17 CHN 2 SEA)
- Jan Dec 2009 / Jan Dec 2008 325 / 173 +88.0% (313 CHN 6 SEA 2 UK 4 OTH / 166 CHN 5 SEA 2 UK)

Enquiries

Outbound travellers:

-	December 2009 / December 2008	528 / 989	-46.6%
-	Jan - Dec 2009 / Jan - Dec 2008	7,525 / 10,267	-26.7%

Inbound travellers:

- December 2009 / December 2008 25 / 9 +178.0% (ALL CHN / 7 CHN 1 SEA 1 OTH)

Jan - Dec 2009 / Jan - Dec 2008 155 / 54 +187.0%
 (143 CHN 2 SEA 2 USA 1 AUS 7 OTH / 49 CHN 1 SEA 1 AUS 1 USA 2 OTH)
 Requests for assistance

Inbound travellers:

- December 2009 / December 2008 16 / 15 +7.0% (15 CHN 1 SEA / ALL CHN)
- Jan Dec 2009 / Jan Dec 2008 253 / 299 -15.0% (245 CHN 3 SEA 1 UK 4 OTH / 293 CHN 4 SEA 1 USA 1 OTH)