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

Levy income

- January 2010 / January 2009 HK\$ 1,848,000 / 1,319,500* +40.1%

Inbound arrivals

(Source: HKTB)

-	Total arrivals in December 2009 / December 2008	3,062,651 / 2,783,608
	Difference:	+10.0%

- Total arrivals in Jan - Dec 2009 / Jan - Dec 2008 29,590,654 / 29,506,616 Difference: +0.3%

- Arrivals from individual markets in December 2009:

	No. of visitors	Compared with	<u>Market</u>
		<u>2008</u>	<u>share</u>
Mainland China	1,848,832	+14.1%	60.4%
Taiwan	187,925	+6.0%	6.1%
Japan	120,321	-8.6%	3.9%
USA	92,131	+4.8%	3.0%

- Arrivals from individual markets in Jan - Dec 2009:

No.	of visitors	Compared with	<u>Market</u>
		<u>2008</u>	<u>share</u>
Mainland China	17,956,731	+6.5%	60.7%
Taiwan	2,009,644	-10.3%	6.8%
Japan	1,204,490	-9.1%	4.1%
USA	1,070,073	-6.7%	3.6%

Mainland inbound tour group registration

- January 2010 / January 2009 6,655 / 5,675 +17.3%

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

Air ticket sales

(Source: IATA)

Total billing:

- 01 - 31 January 2010 HK\$ 1,502 million - 01 - 31 January 2009 HK\$ 1,184 million

Difference: +26.8%

No. of transactions:

- 01 - 31 January 2010 439,331 - 01 - 31 January 2009 378,896 Difference: +16.0%

Complaints

Outbound travellers:

- January 2010 / January 2009 71 / 70 +1.4%

(13 referred by Consumer Council)

Inbound travellers:

- January 2010 / January 2009 47 / 24 +95.8%

(46 CHN 1 OTH / 23 CHN 1 SEA)

(22 referred by Consumer Council, 1 referred by Hong

Kong Tourism Board)

Enquiries

Outbound travellers:

- January 2010 / January 2009 492 / 631 -22.0%

Inbound travellers:

- January 2010 / January 2009 29 / 3 +866.7% (ALL CHN / ALL CHN)

Requests for assistance

Inbound travellers:

- January 2010 / January 2009 16 / 10 +60.0% (ALL CHN / ALL CHN)