

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%
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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)