

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

Levy income

(Source: TIC)

-	March 2010 / March 2009	HK\$ 1,939,000 / 1,288,000*	+51.0%
-	Jan - Mar 2010 / Jan - Mar 2009	HK\$ 4,776,000 / 3,230,000	+47.9%

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

Inbound arrivals

(Source: HKTB)

-	Total arrivals in February 2010 / February 2009	2,866,053 / 2,162,325
	Difference:	+32.5%
-	Total arrivals in Jan - Feb 2010 / Jan - Feb 2009	5,826,372 / 4,958,424
	Difference:	+17.5%

- Arrivals from individual markets in February 2010:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2009</u>	<u>Market</u> <u>share</u>
Mainland China	2,009,922	+49.4%	70.1%
Taiwan	188,561	+28.1%	6.6%
Japan	86,106	-21.0%	3.0%
USA	65,200	-3.7%	2.3%

- Arrivals from individual markets in Jan - Feb 2010:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2009</u>	<u>Market</u> <u>share</u>
Mainland China	3,917,749	+21.0%	67.2%
Taiwan	370,629	+12.7%	6.4%
Japan	200,945	-1.1%	3.4%
USA	157,478	+9.1%	2.7%

Mainland inbound tour group registration

(Source: TIC)

-	March 2010 / March 2009	6,809 / 7,808	-13.0%
-	Jan - Mar 2010 / Jan - Mar 2009	19,898 / 19,435	+2.4%

Air ticket sales

(Source: IATA)

Total billing:

-	March 2010	HK\$ 1,709 million
-	March 2009	HK\$ 1,277 million
	Difference:	+33.8%
-	Jan - Mar 2010	HK\$ 4,478 million
-	Jan - Mar 2009	HK\$ 3,448 million
	Difference:	+29.9%

No. of transactions:

-	March 2010	535,599
-	March 2009	473,823
	Difference:	+13.0%
-	Jan - Mar 2010	1,336,930
-	Jan - Mar 2009	1,211,773
	Difference:	+10.3%

Complaints

(Source: TIC)

Outbound travellers:

-	March 2010 / March 2009	117 / 83	+41.0%
		(22 referred by Consumer Council)	
-	Jan - Mar 2010 / Jan - Mar 2009	259 / 208	+24.5%
		(50 referred by Consumer Council)	

Inbound travellers:

- March 2010 / March 2009 33 / 28 +17.9%
 (32 CHN 1 SEA / 27 CHN 1 SEA)
 (13 referred by Consumer Council, 1 referred by Hong Kong Tourism
 Board, 1 referred by Travel Agents Registry)
- Jan - Mar 2010 / Jan - Mar 2009 108 / 71 +52.1%
 (103 CHN 2 SEA 1 USA 2 OTH / 69 CHN 2 SEA)

Enquiries

(Source: TIC)

Outbound travellers:

- March 2010 / March 2009 1,539 / 774 +98.8%
- Jan - Mar 2010 / Jan - Mar 2009 2,466 / 1,869 +31.9%

Inbound travellers:

- March 2010 / March 2009 41 / 6 +583.3%
 (ALL CHN / ALL CHN)
- Jan - Mar 2010 / Jan - Mar 2009 87 / 14 +521.4%
 (85 CHN 2 SEA / 13 CHN 1 USA)

Requests for assistance

(Source: TIC)

Inbound travellers:

- March 2010 / March 2009 5 / 49 -89.8%
 (4 CHN 1 SEA / ALL CHN)
- Jan - Mar 2010 / Jan - Mar 2009 33 / 93 -64.5%
 (32 CHN 1 SEA / ALL CHN)