

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

Levy income

(Source: TIC)

-	September 2010 / September 2009	HK\$ 1,222,000 / 1,329,000	-8.1%
-	Jan - Sept 2010 / Jan - Sept 2009	HK\$ 14,474,000 / 10,659,000*	+35.8%

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

Inbound arrivals

(Source: HKTB)

-	Total arrivals in August 2010 / August 2009	3,455,033 / 2,834,178
	Difference:	+21.9%
-	Total arrivals in Jan - Aug 2010 / Jan - Aug 2009	23,447,843 / 18,909,255
	Difference:	+24.0%

- Arrivals from individual markets in August 2010:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2009</u>	<u>Market</u> <u>share</u>
Mainland China	2,369,813	+27.7%	68.6%
Taiwan	202,778	-1.4%	5.9%
Japan	116,658	+5.2%	3.4%
USA	84,439	+0.2%	2.4%

- Arrivals from individual markets in Jan - Aug 2010:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2009</u>	<u>Market</u> <u>share</u>
Mainland China	14,868,849	+28.7%	63.4%
Taiwan	1,468,976	+9.7%	6.3%
Japan	862,971	+14.6%	3.7%
USA	752,997	+8.8%	3.2%

Mainland inbound tour group registration

(Source: TIC)

-	September 2010 / September 2009	4,186 / 4,457	- 6.1%
-	Jan - Sept 2010 / Jan - Sept 2009	58,716 / 44,982	+30.5%

Air ticket sales

(Source: IATA)

Total billing:

-	01 - 30 September 2010	HK\$ 1,824 million
-	01 - 30 September 2009	HK\$ 1,445 million
	Difference:	+26.2%
-	01 Jan - 30 Sept 2010	HK\$ 15,322 million
-	01 Jan - 30 Sept 2009	HK\$ 11,097 million
	Difference:	+38.1%

No. of transactions:

-	01 - 30 September 2010	487,027
-	01 - 30 September 2009	456,969
	Difference:	+6.6%
-	01 Jan - 30 Sept 2010	4,353,790
-	01 Jan - 30 Sept 2009	3,806,404
	Difference:	+14.4%

Complaints

(Source: TIC)

Outbound travellers:

-	September 2010 / September 2009	65 / 76	- 14.5%
-	Jan - Sept 2010 / Jan - Sept 2009	815 / 690	+18.1%

(155 referred by Consumer Council)

Inbound travellers:

- | | | | |
|---|-----------------------------------|---|--------|
| - | September 2010 / September 2009 | 24 / 25 | - 4.0% |
| | | (ALL CHN / 24 CHN 1 SEA) | |
| | | (9 referred by Consumer Council, 4 referred by Hong Kong Tourism Board) | |
| - | Jan - Sept 2010 / Jan - Sept 2009 | 316 / 224 | +41.1% |
| | | (307 CHN 6 SEA 3 OTH / 215 CHN 6 SEA 1 UK 2 OTH) | |

Enquiries

(Source: TIC)

Outbound travellers:

- | | | | |
|---|-----------------------------------|---------------|--------|
| - | September 2010 / September 2009 | 544 / 551 | -1.3% |
| - | Jan - Sept 2010 / Jan - Sept 2009 | 7,190 / 5,959 | +20.7% |

Inbound travellers:

- | | | | |
|---|-----------------------------------|---|---------|
| - | September 2010 / September 2009 | 24 / 13 | +84.6% |
| | | (ALL CHN / 12 CHN 1 SEA) | |
| | | (1 referred by Consumer Council) | |
| - | Jan - Sept 2010 / Jan - Sept 2009 | 348 / 92 | +278.3% |
| | | (331 CHN 7 SEA 2 AUS 1 UK 7 OTH / 84 CHN 3 USA 1 AUS 1 SEA 3 OTH) | |

Requests for assistance

(Source: TIC)

Inbound travellers:

- | | | | |
|---|-----------------------------------|---|---------|
| - | September 2010 / September 2009 | 5 / 15 | - 66.7% |
| | | (ALL CHN / 14 CHN 1 SEA) | |
| | | (1 referred by Consumer Council) | |
| - | Jan - Sept 2010 / Jan - Sept 2009 | 97 / 196 | - 50.5% |
| | | (95 CHN 2 SEA / 191 CHN 3 SEA 1 UK 1 OTH) | |