

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

Levy income

(Source: TIC)

-	October 2010 / October 2009	HK\$ 1,322,000 / 1,009,000	+31.0%
-	Jan - Oct 2010 / Jan - Oct 2009	HK\$ 15,796,000 / 11,668,000*	+35.3%

* 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 September 2010 / September 2009	2,728,107 / 2,250,718
	Difference:	+21.2%
-	Total arrivals in Jan - Sept 2010 / Jan - Sept 2009	26,175,950 / 21,159,973
	Difference:	+23.7%

- Arrivals from individual markets in September 2010:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2009</u>	<u>Market</u> <u>share</u>
Mainland China	1,626,556	+22.7%	59.6%
Taiwan	170,003	+14.8%	6.2%
Japan	119,919	-4.4%	4.4%
USA	93,062	+20.8%	3.4%

- Arrivals from individual markets in Jan - Sept 2010:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2009</u>	<u>Market</u> <u>share</u>
Mainland China	16,495,405	+28.1%	63.0%
Taiwan	1,638,979	+10.2%	6.3%
Japan	982,890	+11.9%	3.8%
USA	846,059	+10.0%	3.2%

Mainland inbound tour group registration

(Source: TIC)

-	October 2010 / October 2009	5,056 / 4,751	+6.4%
-	Jan - Oct 2010 / Jan - Oct 2009	63,772 / 49,733	+28.2%

Air ticket sales

(Source: IATA)

Total billing:

-	01 - 31 October 2010	HK\$ 1,603 million
-	01 - 31 October 2009	HK\$ 1,301 million
	Difference:	+23.2%
-	01 Jan - 31 Oct 2010	HK\$ 16,926 million
-	01 Jan - 31 Oct 2009	HK\$ 12,398 million
	Difference:	+36.5%

No. of transactions:

-	01 - 31 October 2010	476,237
-	01 - 31 October 2009	427,273
	Difference:	+11.5%
-	01 Jan - 31 Oct 2010	4,830,027
-	01 Jan - 31 Oct 2009	4,233,677
	Difference:	+14.1%

Complaints

(Source: TIC)

Outbound travellers:

-	October 2010 / October 2009	86 / 79	+8.7%
		(7 referred by Consumer Council)	
-	Jan - Oct 2010 / Jan - Oct 2009	901 / 769	+17.2%
		(173 referred by Consumer Council)	

Inbound travellers:

- October 2010 / October 2009 18 / 23 -21.7%
(16 CHN 1 SEA 1 USA/ ALL CHN)
(1 referred by Consumer Council, 4 referred by Hong Kong Tourism Board, 1 referred by media)
- Jan - Oct 2010 / Jan - Oct 2009 334 / 247 +35.2%
(323 CHN 7 SEA 1 USA 3 OTH / 238 CHN 6 SEA 1 UK 2 OTH)

Enquiries

(Source: TIC)

Outbound travellers:

- October 2010 / October 2009 462 / 539 -14.3%
- Jan - Oct 2010 / Jan - Oct 2009 7,652 / 6,498 +17.8%

Inbound travellers:

- October 2010 / October 2009 26 / 24 +8.3%
(24 CHN 1 AUS 1 SEA / 21 CHN 3 OTH)
(4 referred by Hong Kong Tourism Board)
- Jan - Oct 2010 / Jan - Oct 2009 374 / 116 +222.4%
(355 CHN 8 SEA 3 AUS 1 UK 7 OTH/105 CHN 2 SEA 2 USA 1 AUS 6 OTH)

Requests for assistance

(Source: TIC)

Inbound travellers:

- October 2010 / October 2009 5 / 20 -75.0%
(ALL CHN / 18 CHN 1 SEA 1 OTH)
(2 referred by Hong Kong Tourism Board)
- Jan - Oct 2010 / Jan - Oct 2009 102 / 216 -52.8%
(100 CHN 2 SEA / 209 CHN 4 SEA 1 UK 2 OTH)