

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

Levy income

(Source: TIC)

- January 2011 / January 2010 HK\$ 1,912,000 / 1,848,000 +3.5%

Inbound arrivals

(Source: HKTB)

- Total arrivals in December 2010 / December 2009 3,543,454 / 3,062,651
Difference: +15.7%

- Total arrivals in Jan - Dec 2010 / Jan - Dec 2009 36,030,331 / 29,590,654
Difference: +21.8%

- Arrivals from individual markets in December 2010:

	<u>No. of visitors</u>	<u>Compared with 2009</u>	<u>Market share</u>
Mainland China	2,275,188	+23.1%	64.2%
Taiwan	189,328	+0.7%	5.3%
Japan	120,821	+0.4%	3.4%
USA	93,313	+1.3%	2.6%

- Arrivals from individual markets in Jan - Dec 2010:

	<u>No. of visitors</u>	<u>Compared with 2009</u>	<u>Market share</u>
Mainland China	22,684,388	+26.3%	63.0%
Taiwan	2,164,750	+7.7%	6.0%
Japan	1,316,618	+ 9.3%	3.7%
USA	1,171,419	+ 9.5%	3.3%

Mainland inbound tour group registration

(Source: TIC)

- January 2011 / January 2010 6,229 / 6,655 -6.4%

Air ticket sales

(Source: IATA)

Total billing:

-	01 - 31 January 2011	HK\$ 1,780 million
-	01 - 31 January 2010	HK\$ 1,502 million
	Difference:	+18.5%

No. of transactions:

-	01 - 31 January 2011	478,642
-	01 - 31 January 2010	439,331
	Difference:	+8.9%

Complaints

(Source: TIC)

Outbound travellers:

-	January 2011 / January 2010	63 / 71	-11.3%
		(9 referred by Consumer Council)	

Inbound travellers:

-	January 2011 / January 2010	15 / 47	-68.1%
		(14 CHN 1 UK / 46 CHN 1 OTH)	
		(1 referred by Consumer Council, 4 referred by Hong Kong Tourism Board, 2 referred by Travel Agents Registry, 1 referred by Others)	

Enquiries

(Source: TIC)

Outbound travellers:

-	January 2011 / January 2010	639 / 492	+29.9%
---	-----------------------------	-----------	--------

Inbound travellers:

-	January 2011 / January 2010	35 / 29	+20.7%
		(33 CHN 2 OTH / ALL CHN)	
		(1 referred by Consumer Council)	

Requests for assistance

(Source: TIC)

Inbound travellers:

-	January 2011 / January 2010	13 / 16	-18.8%
		(11 CHN 2 SEA / ALL CHN)	
		(1 referred by Consumer Council)	