

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

Levy income

(Source: TIC)

-	February 2011 / February 2010	HK\$ 799,484 / 989,000	-19.2%
-	Jan - Feb 2011 / Jan - Feb 2010	HK\$ 2,711,484 / 2,837,000	-4.4%

Inbound arrivals

(Source: HKTB)

-	Total arrivals in January 2011 / January 2010	3,598,030 / 2,960,319
	Difference:	+21.5%

- Arrivals from individual markets in January 2011:

	<u>No. of visitors</u>	<u>Compared with</u> <u>2010</u>	<u>Market</u> <u>share</u>
Mainland China	2,503,151	+31.2%	69.6%
Taiwan	182,703	+0.3%	5.1%
Japan	113,373	-1.3%	3.2%
USA	94,367	+2.3%	2.6%

Mainland inbound tour group registration

(Source: TIC)

-	February 2011 / February 2010	6,683 / 6,434	+3.9%
-	Jan - Feb 2011 / Jan - Feb 2010	12,912 / 13,089	-1.4%

Air ticket sales

(Source: IATA)

Total billing:

-	February 2011	HK\$ 1,337 million
-	February 2010	HK\$ 1,266 million
	Difference:	+5.6%

- Jan - Feb 2011	HK\$ 3,118 million
- Jan - Feb 2010	HK\$ 2,768 million
Difference:	+12.6%

No. of transactions:

- February 2011	369,734
- February 2010	362,000
Difference:	+2.1%

- Jan - Feb 2011	848,376
- Jan - Feb 2010	801,331
Difference:	+5.9%

Complaints

(Source: TIC)

Outbound travellers:

- February 2011 / February 2010	87 / 71	+22.5%
	(17 referred by Consumer Council)	
- Jan - Feb 2011/ Jan - Feb 2010	150 / 142	+5.6%
	(26 referred by Consumer Council)	

Inbound travellers:

- February 2011 / February 2010	42 / 28	+50.0%
	(ALL CHN / 26 CHN 1 SEA 1 OTH)	
	(18 referred by Consumer Council, 6 referred by Hong Kong Tourism Board)	
- Jan - Feb 2011 / Jan - Feb 2010	57 / 75	-24.0%
	(56 CHN 1 UK / 72 CHN 2 OTH 1 SEA)	

Enquiries

(Source: TIC)

Outbound travellers:

- February 2011 / February 2010	386 / 435	-11.3%
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- Jan - Feb 2011 / Jan - Feb 2010 1,025 / 927 +10.6%

Inbound travellers:

- February 2011 / February 2010 51 / 31 +64.5%
(49 CHN 1 SEA 1 OTH / 29 CHN 1 SEA 1 OTH)
(9 referred by Consumer Council, 1 referred by others)

- Jan - Feb 2011 / Jan - Feb 2010 86 / 60 +43.3%
(82 CHN 1 SEA 3 OTH / 58 CHN 1 SEA 1 OTH)

Requests for assistance

(Source: TIC)

Inbound travellers:

- February 2011 / February 2010 36 / 12 +200.0%
(ALL CHN / ALL CHN)
(13 referred by Consumer Council, 2 referred by Hong Kong Tourism Board)

- Jan - Feb 2011 / Jan - Feb 2010 49 / 28 +75.0%
(47 CHN 2 SEA / ALL CHN)